

Business Plan Packet Multi - Year Concession Agreement at John U. Lloyd Beach State Park

Multi - Year Concession Agreement – Business Plan Packet
At John U. Lloyd Beach State Park
Hollywood, Florida
Department of Environmental Protection, Division of Recreation and Parks
SUP-BP# 08-11

Award of a Multi - Year Concession Agreement (“Agreement”) for a concession operation that offers food service, catering, and recreational equipment rentals at John U. Lloyd Beach State Park (“Park”) may be made based on the following criteria and subject to the terms and conditions listed below.

For the purpose of this document the term “Respondent” is used in reference to a company or individual who submits a Proposal. The term “Concessionaire” is used in reference to a company or individual who will be awarded the Agreement as a result of this Call for Business Plans process.

EVALUATION CRITERIA

1. The Department’s evaluation criteria for submitted Proposal:
 - o Attachment A: Business Plan Summary
 - o Attachment B: Business References
 - o Attachment C: Performance Evaluation Questionnaire
 - o Attachment D: Performance as a Department Concessionaire Evaluation Questionnaire
 - o Attachment E: Evaluation Criteria and Independent Evaluators Scoring Sheet
 - o Attachment F: Sample Multi-Year Concession Agreement

TERMS AND CONDITIONS

2. Terms and Conditions are specified in the attached sample Agreement. The Respondent is responsible for understanding the Agreement’s terms and conditions. Questions about the terms and conditions are to be directed to Ms. Beth Haslage, Bureau of Parks District 5 Administrative Offices, 13798 SE Federal Highway, Hobe Sound, Florida, 33455 at telephone number (772) 546-0900 or at email address Elizabeth.Haslage@dep.state.fl.us.

PARK MAP

3. A map of the Park is available at <http://www.floridastateparks.org/lloydbeach/default.cfm>.

MANDATORY ON-SITE MEETING

4. The mandatory on-site meeting will be held at John U. Lloyd Beach State Park at 10:00 a.m. EST on Tuesday, January 31, 2012. Respondents must attend the mandatory meeting to be eligible to submit a Proposal.
5. The Department will accept additional questions in writing, via email to Beth Haslage at email address Elizabeth.Haslage@dep.state.fl.us until 5:00 p.m. EST on Tuesday, February 7, 2012. These questions and answers will be posted online at <http://www.dep.state.fl.us/parks/bos/vsp/default.htm>. The Department will not respond to additional or follow up questions after that date and time.

SUBMISSION OF PROPOSALS:

6. Proposals will be accepted via email correspondence to Beth Haslage, Bureau of Parks District 5 Administrative Offices, whose email address is Elizabeth.Haslage@dep.state.fl.us, until **5:00 p.m. EST, Monday, February 20, 2012**. Proposals shall be submitted as a Portable Document Format (“PDF”) file, which is a file that can be created by an Adobe Software System.

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NOTIFICATION OF RESULTS

7. The Respondents will be notified of the results of the evaluations via email.
8. Upon completion of the evaluation process, the Florida Department of Environmental Protection, Division of Recreation and Parks (“Department”) may initiate negotiations.
9. The Department reserves the right to negotiate all terms and conditions of the Agreement, including those stipulated within this Call for Business Plans.
10. Negotiations for this concession operation may be conducted with multiple Respondents simultaneously.
11. In the event that the Department is unable to reach agreement with a Respondent, the Department reserves the right to terminate negotiations at any time.
12. Terms and conditions outlined in the Call for Business Plans, or included in the Proposals may not represent the final terms and conditions for this agreement.

Award will be made to the Respondent whose Proposal is of greatest benefit to the Department and the State of Florida. Final award will depend on the Department’s ability to negotiate a satisfactory Agreement with a Respondent. Negotiations resulting from evaluations of Proposals shall not bind the Department to award an Agreement. In the event that the Department finds that the Proposals or negotiations are not acceptable, no Agreement will be awarded. The Department reserves the right to limit the award to any or all elements of the Call for Business Plans referenced herein.

BACKGROUND ON THE PARK

13. An overview of the Park’s activities, attendance, fees and hours of operations:

Perfect for a day at the beach or a family picnic, this park provides an abundance of recreational activities. Surf fishing, canoeing, swimming, nature study, boating, and picnicking will keep the whole family busy. For those interested in South Florida's underwater beauty, John U. Lloyd Beach has one of the easiest and most interesting shore dives in the area. The park has two boat ramps with easy access to the ocean through the Port Everglades Inlet, which will please those who prefer to fish in open water. The mangrove-lined waterway is a scenic place to canoe, observe bird life, and take photographs. The Park is located off A1A in the City of Hollywood, Florida.

Park Staff includes:

- | | |
|------------------------------|------------------------------|
| 1 – Park Manager | 1 – Assistant Park Manager |
| 1 – Park Services Specialist | 1 – Administrative Assistant |
| 1 – Maintenance Mechanic | 12 – Park Rangers |
| 4 – OPS Part-time Employees | 2 – Senior Clerks |
| 1 – Secretary Specialist | |

The annual Park attendance and revenue for the last five (5) fiscal years is as follows:

<u>FISCAL YEAR</u>	<u>ATTENDANCE</u>	<u>REVENUE</u>
July 1, 2006 – June 30, 2007	467,124	\$696,832
July 1, 2007 – June 30, 2008	495,609	\$771,507
July 1, 2008 – June 30, 2009	463,786	\$733,351
July 1, 2009 – June 30, 2010	476,492	\$840,259
July 1, 2010 – June 30, 2011	508,375	\$860,903

The Park’s Unit Management Plan (UMP) is available online at:
<http://www.dep.state.fl.us/Parks/planning/parkplans/JohnULloydBeachStatePark.pdf>

The Park operates 365 days a year. The Park is open from 8:00 a.m. until sunset.

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The Park fees, which were last increased on July 1, 2009 are available online at:
<http://www.floridastateparks.org/lloydbeach/default.cfm>.

FACILITIES, SPACE AND EQUIPMENT

14. List of facilities, space and equipment the Department is granting for use by the Concessionaire:
- a. Concession Building (Building Number: BL107015), approximately 2900 square foot building which includes a restaurant, deck, and walk-in refrigerator and freezer.
 - b. Storage building located adjacent to Concession Building (Building Number: BL107015), approximately 20' 3" x 12' 4".
 - c. Space on beach for rental of recreational equipment. Exact size and location of space to be determined by the Park Manager.
 - d. Space for canoe/kayak rentals along the creek adjacent to the Concession Building (Building Number: BL107015). Exact size and location of space to be determined by the Park Manager.
 - e. Equipment:
 1. (1) – Walk-In Freezer
 2. (1) – Walk-In Refrigerator
 3. (7) – Wire Racks
 4. (1) – Rolling Rack
 5. (1) – Three-Section Rack
 6. (1) – Three-Level Rolling Rack
 7. (1) – Three-Compartment Sink
 8. (1) – KM 1300 Hoshizaki Ice Machine
 9. (1) – Exhaust Hood with Fan
 10. (1) – Fire Suppression System (Ansul)
 11. (3) – Canoe/Kayak Racks
 12. (1) – Canopy over deck (In Process)
 13. (1) – Solar Water Heater

FACILITY MAINTENANCE AND REPAIR

15. The maintenance and repair schedule of the above listed facilities, appliances and space and for any facilities provided by the Concessionaire shall be in compliance with the American with Disabilities Act, the Florida Department of State, Division of Historical Resources guidelines for historic buildings, made to the Park Manager's specifications, and according to the following:
- a. The Concessionaire accepts the previously identified list of physical facilities and space "as is" and with no warranties or suitability for Concessionaire's intended use.
 - b. The Concessionaire shall have an ongoing obligation to: maintain and repair the electrical, refrigeration and plumbing systems, in and immediately adjacent to, the facilities and space; perform other exterior maintenance and repairs; and, provide any interior modifications, maintenance and repairs, which are all at the Concessionaire's sole cost and expense.
 - c. All cleaning, maintenance and repair supplies (chemicals and compounds) and all insecticides, rodenticides and herbicides shall be approved by the Department prior to use by the Concessionaire.
 - d. The Concessionaire shall provide visitor service signage that has been pre-approved by the Park Manager and shall perform maintenance and repair on the visitor service signage.
 - e. The Concessionaire will maintain the daily upkeep and litter removal of the facilities and space as identified in Section 14 above within a fifty foot (50') perimeter.
 - f. The Concessionaire is responsible for leaving the Park and all facilities in the same condition as received, normal wear and tear excepted.

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- g. The Concessionaire will be responsible, at a minimum, for the following monthly maintenance costs/tasks:
1. Pest control services at the Concession Building (Building Number: 107015)
 2. Grease trap pump out
 3. Grease/cooking oil removal

CAPITAL IMPROVEMENTS

16. The Department is not requesting any capital improvements at this time. If capital improvements are proposed, please follow the guidelines below.

The proposed capital improvement project scope, layout, costs and timeline, including any specifications and plans, shall be included in the Proposal.

The Respondent shall adhere to the Florida Department of State, Division of Historical Resources guidelines for archeological review of any ground disturbance activities. The costs incurred as a result of such requirement shall be the sole responsibility of the Respondent.

Any demolition or construction performed under the Agreement shall comply with all applicable federal, state, county, and local laws and codes including the Florida Building Code 2007 with 2009 amendments and the Florida Fire Prevention Code 2007. The Concessionaire is responsible for applying, for obtaining and for paying all costs of any and all required permits which **may** include the Department's Beaches & Coastal Systems ("CCCL") permit, water management permit, endangered species permit(s), local building permit, etc. This does not necessarily represent a comprehensive list.

Any construction project proposed under this Call for Business Plan, or subsequent Agreement, shall be reviewed and preapproved by the Division's Bureau of Design and Construction prior to a construction bid solicitation and construction commencement.

SCOPE OF WORK

17. The following is a summary of the Department's expectation for the scope of operations and services for at the Park is outlined below.

The Department is requesting that the Respondent provide a variety of goods and services to Park visitors. Please respond to each of the following conditions and operations:

Essential operational requirements

- a. Minimum operating hours for all concession operations shall be 8:00 a.m. until 5:00 p.m. daily, 365 days per year. Any deviations from these hours of operation shall be pre-approved, in writing, by the Park Manager.
- b. The Concessionaire shall provide staff and oversight for complete operation of the facilities.
- c. Full-Service Restaurant Operation:
 1. The minimum hours of operation shall be: 8:00 a.m. until 5:00 p.m., daily:
 - a. Breakfast: 8:00 a.m. until 10:00 a.m.
 - b. Lunch: 11:00 a.m. until 2:00 p.m.
 - c. Dinner: 3:00 p.m. until 5:00 p.m.
 - d. Any deviations from these hours of operation shall be pre-approved, in writing, by the Park Manager.
 2. High quality full-service restaurant operation that offers popular regional cuisine, prepared and cooked by an on location chef. Please consider offering alternative menu items, if viable, such as vegetarian and gluten-free options.
 3. Preparation and sale of breakfast, lunch and dinner meals including hot meals, sandwiches, salads, desserts, coffee, tea, soft drinks, etc.
 4. Catering services

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- d. Merchandise resale operation including, but not limited to: picnic supplies, condiments, snacks, ice, t-shirts, hats, souvenirs, sundries, suntan lotion, bug repellants, assorted pain relievers, toiletries, personal hygiene products, paper products, cups, plastic utensils, charcoal and other appropriate items which shall be pre-approved, in writing, by the Park Manager.
- e. Recreational equipment rental operation including, but not limited to: the rental of canoes, kayaks, beach chairs, umbrellas and other appropriate items which shall be pre-approved, in writing, by the Park Manager. The Concessionaire shall operate and provide a minimum combination of 12 canoes and kayaks.
- f. The Respondent shall provide a safety plan for the rental of canoes, kayaks and other vessels.
- g. The Concessionaire shall provide an employee to work at the recreational equipment rental operation until all visitors have returned, or have been accounted for. The employee shall work at the recreational equipment rental operation facility until all visitors are located and, until, either all cars have left the parking lot or until all cars have been positively identified, owner confirmed and Park Management notified.
- h. The Concessionaire recognizes that members of the public have a right to boat on navigable waters of the state, and have a right to walk, below the high water mark of a navigable water body, including within Florida State Parks, so long as they do not land in or enter the Park's uplands without payment of admission fees.
- i. Concessionaire shall maintain a telephone as a public and vendor contact point, which shall be staffed from 8:00 a.m. until 5:00 p.m. daily.
- j. The Concessionaire shall meet inspection standards set by the Florida Department of Business and Professional Regulation Routine Food Inspections, and the State Fire Marshal. If there is a report of a violation, the Concessionaire shall correct the violation in a timely manner and prior to the next routine inspection. For more information, please visit the website: <http://www.myfloridalicense.com/dbpr/index.html>.
- k. The Concessionaire will be responsible, at a minimum, for the following monthly utility and garbage disposal service costs:
 - 1. Electricity: Concessionaire shall make payment directly to the utility company.
 - 2. Telephone/Internet: Concessionaire shall contract and make payment directly to service provider.
 - 3. Propane/Gas: Concessionaire shall contract and make payment directly to the service provider.
 - 4. Water: Concessionaire shall make payment directly to the utility company.
 - 5. Garbage: Concessionaire shall provide, at a minimum, one garbage dumpster that is six cubic yards in size; and, shall be responsible contracting directly with the garbage service provider for having an adequate pick-up schedule to ensure sanitary conditions are maintained; and shall be responsible for any additional pick-up required as the need increases.
 - 6. Vending: Concessionaire shall pay a monthly fee to the Park of \$20.00 per machine not requiring heating element or refrigeration, and \$30.00 per machine requiring a heating element or refrigeration unless the machine is located in an area where electricity is paid for by the Concessionaire

Other Operational Opportunities:

- a. Bait and Tackle Sales/Rental
- b. Boat rentals
- c. Guided Eco-tours
- d. Fishing Tours
- e. Diving/Snorkel Tours
- f. Sunset Boat Tours
- g. Mobile Food Cart

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Park Citizen Support Organizations:

The Concessionaire's operation shall not preclude the Park or the Park's Citizen Support Organization, in the event one is formed, from the selling of Florida State Park promotional merchandise; catering of the Park's Citizen Support Organization-sponsored special events; or catering of Park-sponsored special events. In the event a Park Citizen Support Organization is formed, the Concessionaire shall agree to work with the Park's Citizen Support Organization, and if at any time, no mutually agreeable terms can be reached, the Park Manager's decision shall be final.

PROPOSAL REQUIREMENTS

18. Please provide the following documents to complete your Proposal, and provide the documents in the order such documents are listed below. Proposals will be accepted via email correspondence to Beth Haslage, Bureau of Parks District 5 Administrative Offices, whose email address is Elizabeth.Haslage@dep.state.fl.us, until **5:00 p.m. EST, Monday, February 20, 2012**. Proposals shall be submitted as a Portable Document Format ("PDF") file, which is a file that can be created by an Adobe Software System.

a. Business plan summary sheet

The purpose of the business plan summary sheet is to provide the Department with an overview of your Proposal. Include a completed, signed and dated "Business Plan Summary Sheet", which is included as Attachment A of this business plan packet.

b. Business references

The Respondent shall provide three (3) separate and verifiable business references that are able to verify the Respondents' business performance for a previous, or current, business.

Only one (1) of the three (3) selected business references may be a Department contact for a Department agreement. The limit to one (1) Department contact applies to a Department agreement that has expired or to a Department agreement that is still active. The Department will not consider multiple Department business references that are provided by the Respondent.

References that are contracted as subcontractors by the Respondent may not be used. Personal references will not be considered.

To submit a business reference, make additional copies of the blank form, which is included as Attachment B: "Business Reference", and complete one (1) form per business reference.

Please notify the business references that you have submitted their name and contact information in your Proposal, and let them know that they will be contacted by the Department for verification.

Verification will be handled through a telephone interview conducted by the Department. The Department representative will use the "Performance Evaluation Questionnaire" form, which is included as Attachment C, or the "Performance as a Department Agreement Evaluation Questionnaire" form, which is included as Attachment D, for the telephone interview.

After the telephone interview is conducted, the Department representative will fax the telephone interview document to the business reference. The business reference will be required to sign the questionnaire used for the telephone interview, and will be asked to fax back the signed questionnaire to the Department.

The Division and the Department reserves the right to review the performance of Respondent and/or Respondent's principles under current or expired Department Agreements. When the Division and the Department determine, in their sole discretion, that

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they lack reasonable assurances that an agreement entered into with Respondent and/or its principles will be adhered to, either due to documented past unsatisfactory performance or prior breach of the Department's agreement requirements, the Division and the Department reserve the right to elect not to enter into a agreement with said Respondent or principles.

GENERAL

19. The Department reserves the right to accept or reject any or all Proposals received, and reserves the right to make an award without further discussion of the Proposals submitted. Therefore, Proposals should be submitted initially in the most favorable manner.

A non-responsive Proposal shall include, but not be limited to, those that: a) are irregular or are not in conformance with the requirements and instructions contained herein; b) fail to utilize or complete prescribed forms; or c) have improper or undated signatures. A non-responsive Proposal may not be considered.

The Department may waive minor informalities or irregularities in the Proposals received where such are merely a matter of form and not substance, and the corrections of which are not prejudicial to other Respondents.

PUBLIC RECORDS

20. This Call for Business Plans and any proposal submitted in response are subject to Public Records Act, Chapter 119, Florida Statutes guidelines in regards to providing public records. If the Respondent considers any portion of their Proposal a trade secret, as defined in Section 403.111, Florida Statute, then the Respondent is responsible for providing reasonable measures for maintaining secrecy. The Respondent shall:

- a. Label or identify in writing portions of the Proposal as confidential and exempt from disclosure, at the time that the Respondent submits their Proposal to the Department.
- b. The portions of the Proposal shall not be deemed confidential or exempt from disclosure after the Respondent submits their Proposal to the Department. .

“The trade secret owner who fails to label a trade secret as such, or ... to specify in writing upon delivery to a state agency that [it contends this information is ...] not to be disclosed, has not taken [reasonable] measures ... to maintain the information's secrecy.”, 403.73 F.S.

The Department shall, in its discretion, determine whether the information requested to be kept confidential should or should not be kept confidential.

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**Attachment A
Business Plan Summary Sheet**

Date

Respondent's Name
Company's name
Principal Address
City, State, Zip

Re: Summary of the Proposal for John U. Lloyd Beach State Park, SUP-BP #08-11

In reference to the Proposal, please consider the below summary which [Insert _____ company's name] would be willing to enter into as a Multi - Year Concession Agreement with the Florida Department of Environmental Protection.

Company Name: [Insert _____ name of person, corporation, or other entity.] Please identify how the company's operation is or will be organized by choosing from the following list: sole proprietorship, Florida corporation, foreign corporation (out of state but registered in Florida), individual(s) d/b/a (insert fictitious name only if registered in Florida), partnership (if registered in Florida), or joint venture.

Commission rate: The proposed monthly commission fee equal to [Insert percentage _____ (%)] percent of gross sales for all its operations within the Park; please see paragraph 24 of the Agreement for details.

Commencement date: [Insert _____ proposed start date]

Agreement end date: [Insert _____ proposed end date]

Term: Insert proposed Agreement term [Insert _____ years]; please see paragraph 3 of the Agreement for details.

Capital Improvement: Insert proposed capital improvement project total cost. Please do not include costs for capital outlay.

Facility and space: [Insert _____ facility and space the respondent is requesting the Department to provide to the Concessionaire.]

Services: [Insert _____ the goods and services that the Concessionaire proposes to provide.]

Monthly share of utilities: Please indicate if you are willing to accept responsibility for the following utility and garbage disposal costs. If no, please explain.

-
1. Electricity: Concessionaire shall make payment directly to the utility company.
 2. Telephone/Internet: Concessionaire shall contract and make payment directly to service provider.
 3. Propane/Gas: Concessionaire shall contract and make payment directly to the service provider.
 4. Water: Concessionaire shall make payment directly to the utility company.

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5. Garbage: Concessionaire shall provide, at a minimum, one garbage dumpster that is six cubic yards in size; and, shall be responsible contracting directly with the garbage service provider for having an adequate pick-up schedule to ensure sanitary conditions are maintained; and shall be responsible for any additional pick-up required as the need increases.
6. Vending: Concessionaire shall pay a monthly fee to the Park of \$20.00 per machine not requiring heating element or refrigeration, and \$30.00 per machine requiring a heating element or refrigeration unless the machine is located in an area where electricity is paid for by the Concessionaire

Monthly maintenance costs: Please indicate if you are willing to accept responsibility for the following monthly maintenance costs. If no, please explain. Please list any additional maintenance costs.

1. Pest control services at the Concession Building (Building Number: 107015)
2. Grease trap pump out
3. Grease/cooking oil removal

Security deposit: The Concessionaire shall post with the Department, upon execution of this Agreement, a security in the amount of, [\$____insert amount]. Please see paragraph 22 of the sample Agreement for details.

Insurance: Insert the list of appropriate insurance(s), liability, automotive, workers compensation, and other, such as the liability for the operation of vessels, horseback riding, water sports, operation of other motorized vehicles, and diving and snorkeling. Please see paragraph 34 of the sample Agreement for details.

Non – compete area: The general vicinity is defined as within, [_____]Insert miles], miles of the Park. Please see paragraph 18 of the sample Agreement for details.

I, the Respondent, understand and agree that the goods and services that the Concessionaire may offer as a result of this Call for Business Plan does not preclude the Department nor the Park's Citizen Support Organization, in the event one is formed, from the selling of Florida State Park promotional merchandise; catering of the Park's Citizen Support Organization-sponsored special events; or catering of Park-sponsored special events. I, the Respondent, agree to work with the Park's Citizen Support Organization, in the event one is formed, and if at any time, no mutually agreeable terms can be reached between I, the Respondent, and the Park's Citizen Support Organization, the Park Manager's decision shall be final.

Sincerely,

Respondent

Attachment C
Performance Evaluation Questionnaire

To be completed by the Department:

Business reference's name _____
 Business reference's telephone number _____
 Business reference's facsimile number _____
 Respondents' name _____
 Department reviewer's name _____
 Date of the reference check _____

The following questions will be asked of the Business reference:

Score	Question
	1. Briefly describe the nature of the business relationship between you and the Respondent? Circle one. <ul style="list-style-type: none"> • The Respondent provides contracted services or a product to you. (4 points) • You were contracted by the Respondent to provide services or a product, such as a certified public accountant or a food purveyor. (3 points) • This was a business contact. (1 point)
	2. How long have you had a business relationship with the Respondent? Circle one. <ul style="list-style-type: none"> • 5 or more years (4 points) • 3 to 5 years (3 points) • 1 to 3 years (2 point) • Less than one year (0 points) <p>If this is/was a contract relationship, please share the length of the contract.</p>
Yes/No	3. Are you satisfied with the business relationship between you and the Respondent? Explain.
	4. How would you rate the level of customer service provided by the Respondent, the Respondent's representatives and employees? Circle one. <ul style="list-style-type: none"> • Above Average (3 points) • Average (2 points) • Below Average (1 point) • Not addressed (0 points)
Yes/No	5. Is/were there any recurring complaints or issues made by anyone who came into contact with the Respondent that you are aware of? Briefly describe the nature of the complaints, if any.
Yes/No	6. To the best of your knowledge, did the Respondent make all payments on-time? How did the Respondent reconcile the late payment? Was the corrective action satisfactory to both parties?

Performance Evaluation Questionnaire, cont.	
Yes/No	7. Did the Respondent ever violate any of the terms or conditions of your business relationship, or contract? If yes, please describe the violation. How did the Respondent reconcile the violation? Were the corrective actions satisfactory to both parties?
Yes/No	8. To your knowledge has the Respondent ever violated any laws or ordinances during the business relationship, or the contract? This includes violation of any environmental rules, laws, or ordinances.
Yes/No	9. To your knowledge does the Respondent maintain all licenses and permits required to operate their business and/or contracted services? If no, please elaborate on the nature of the situation.
Yes/No	10. To your knowledge does the Respondent maintain all insurances required to operate their business and/or contracted services? If no, please elaborate on the nature of the situation.
Yes/No	11. Does the Respondent adequately maintain the equipment and facilities needed to run its business and/or contracted services?
Yes/No	12. Are you aware of any safety programs that the Respondent has in place, or any steps the Respondent has taken, to ensure a safe environment for employees and customers? If yes, please elaborate.
Yes/No	13. Does the Respondent maintain an adequate number of employees to run its business or its contracted services effectively?

Business reference's confirmation of this evaluation which was obtained via fax.

Signature

Date

The rating system is based on the number of Yes and No responses, and the responses to the multiple choice questions. For each Yes/No question answered Yes, the Respondent receives two (2) points. If the Business reference answers No to any of the Yes/No questions, zero (0) points will be awarded. A maximum score of two (2) points may be awarded per numbered Yes/No question. The total possible score a Respondent can receive is 31 points.

Exceptions: If the Business reference answers Yes to questions 5, 7, or 8 then zero (0) points will be awarded. If the Business reference answers No to questions 5, 7, or 8 then two (2) points will be awarded.

Attachment D

Performance as a Department Concessionaire Evaluation Questionnaire

To be completed by the Department:

Business reference's name _____
 Business reference's telephone number _____
 Business reference's facsimile number _____
 Respondents' (Concessionaires') name _____
 Department reviewer's name _____
 Date of the reference check _____

The following questions will be asked of the Business reference:

Score	Question
	1. How long did the Concessionaire operate under an Agreement with the Department? Choose the most appropriate. <ul style="list-style-type: none"> • 5 or more years (5 points) • 3 to 5 years (2 points) • 1 to 3 years (1 point) Less than one year (0 points)
Yes/No	2. Were you the Agreement (Park) Manager during the Agreement?
	3. For how long were you the Agreement (Park) Manager for the Agreement? Choose the most appropriate. <ul style="list-style-type: none"> • 5 or more years (4 points) • 3 to 5 years (3 points) • 1 to 3 years (2 point) • Less than one year (1 point) Not the Agreement Manager (0 points)
	4. How would you rate the manner in which the Concessionaire provided the services under the Agreement, such as a food service? Circle one. <ul style="list-style-type: none"> • Above Average (5points) • Average (4 points) • Below Average, or Not the Agreement Manager (0 points)
	5. How would you rate the level of customer service provided by the Concessionaire, the Concessionaire's representatives and employees? Circle one. <ul style="list-style-type: none"> • Above Average (5 points) • Average (4 points) Below Average, or Not the Agreement Manager (0 points)
Yes/No	6. If you, or the Agreement Manager according to the Agreement's file, took any action towards this Concessionaire, through formal correspondence or through verbal communication, as a result of the Concessionaire's performance, please provide a copy of the correspondence or describe the nature of the deficiency.
	Did the Concessionaire address these deficiencies in a timely and satisfactory manner?

Yes/No	7. If a Compliance Audit was conducted on the Concessionaire by the Office of the Inspector General, please share the findings and recommendations by providing a copy of the Compliance Audit report and any related correspondence. Did the Concessionaire correct the findings and recommendations in a timely and satisfactory manner?
Yes/No	8. Has the Concessionaire requested an investigation by the Office of the Inspector General of the Department's concession program? If yes, please submit the report and the related correspondences.
Yes/No	9. Would you enter into a new Agreement with this Concessionaire? Explain why or why not?
Yes/No	10. Question for the Department Bureau of Finance and Accounting: Did the Concessionaire have any delinquent commission payments during the term of the Agreement? By when did the Concessionaire make up their delinquent commission payment and associated late fees?
Yes/No	11. Question for the Office of the Inspector General: Has the Office of the Inspector General ever conducted a criminal investigation on the Concessionaire? Please submit a copy of the report.

Business reference's confirmation of this evaluation which was obtained via fax.

Signature

Date

The rating system is based on the number of Yes and No responses, and the responses to the multiple choice questions. For each Yes/No question answered Yes, the Respondent receives two (2) points. If the Business reference answers No to any of the Yes/No questions, zero (0) points will be awarded. A maximum score of two (2) points may be awarded per numbered Yes/No question. The total possible score a Respondent can receive is 31 points.

Exceptions:

If the Business reference answers Yes to questions 8, 10, or 11 then zero (0) points will be awarded. If the Business reference answers No to questions 8, 10 or 11 then two (2) points will be awarded.

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Attachment E

Evaluation Criteria and Independent Evaluators Scoring Sheet

Criteria	Independent Evaluator's Score (For Department Purpose) ^{Note 1}		Weight Factor		Actual Points (For Department Purpose)	Maximum Possible Points ^{Note5}
1. Business Plan Summary Sheet						
Scope of operations.		X	25	=		100
Term.		X	4	=		16
Use of facilities and space.		X	4	=		16
Payment schedule for monthly utilities.		X	4	=		16
Subtotal Score for Section 1:						148
2. Adherence to business plan packet criteria and directions		X	4	=		16
Subtotal Score for Section 2:						16
3. Business references ^{Note 2}						
Reference 1 ^{Note 3}						31
Reference 2 ^{Note 3}						31
Reference 3 ^{Note 3, Note 4}						31
Subtotal Score for Section 3:						93
4. Capital Improvements (if applicable)						
Capital improvement scope of work.		X	6	=		24
Capital improvement costs.		X	6	=		24
Capital improvement schedule.		X	6	=		24
Capital improvement plans.		X	6	=		24
Subtotal Score for Section 4:						96
8. Commission Rate						
Monthly Commission Percentage		X	25	=		100
Subtotal Score for Section 8:						100
Total score:						453

NOTES:

1. Evaluation points awarded for these criteria will be based on the following point structure:

Score		Definition
0	=	This Proposal criterion was not addressed.
1	=	Unsatisfactory. The Respondent addressed the criteria and failed to meet the minimal expectation.
2	=	Below Average. The Respondent addressed the criteria and failed to meet the minimal expectation by showing an inconsistent response to the Proposal criteria. The Respondent shows the potential for meeting the minimal expectations.
3	=	Average. The Respondent addressed the criteria and has met the minimal expectation.
4	=	Above Average. The Respondent addressed the criteria and exceeded the minimal expectation.

2. The verification of business references is necessary in order to complete the evaluation criteria form. The Department will attempt to contact the business reference by telephone up to four (4) times. In the event that the business reference cannot be reached following the specified number of attempts, the Respondent will receive a zero (0) for that business reference. The Department will not attempt to correct incorrectly supplied information.
3. If the business reference is a non-Department reference, the "Performance Evaluation Questionnaire" will be used and the total possible score is 31 points.
4. If the business reference is a Department reference, the "Performance as a Department Agreement Evaluation Questionnaire" will be used and the total possible score is 31 points.
5. Failure by the Respondent to provide any of the information required for a Proposal shall result in a score of zero (0) for those evaluation criteria.

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Attachment F

DEP CONTRACT No.

SAMPLE MULTI -YEAR CONCESSION AGREEMENT

This Multi-Year Concession Agreement is between the State of Florida Department of Environmental Protection (“Department”), a state agency, through its Division of Recreation and Parks (“Division”), whose address is 3900 Commonwealth Blvd., Tallahassee, Leon County, Florida, 32399 – 3000 and [insert name of person, corporation, or other entity] organized as a _____ *[choose one: LLC, sole proprietorship, Florida corporation, foreign corporation (out of state but registered in Florida), individual(s) d/b/a (insert fictitious name only if registered in Florida), partnership (if registered in Florida), or joint venture]*, whose headquarters is located at [address, include the county where the headquarters are located] (“Concessionaire”).

WHEREAS, Chapter 258, Part I, Florida Statutes, grants to the Department’s Division the duties to preserve, protect, manage, supervise, administer, regulate, and control all state Parks in the State of Florida for the use of the public for the purposes expressed in that Chapter;

WHEREAS, Section 258.007(3), Florida Statutes, gives the Division the authority to enter into contracts for visitor services without competitive bid;

WHEREAS, the Department agrees to grant the privilege of providing the visitor services described more fully herein within the boundaries of _____ State Park (“Park”);

WHEREAS, the Concessionaire agrees to accept the responsibility of providing such visitor services at the Park;

WHEREAS, such visitor services will require investment by the Concessionaire and will involve certain risks of financial loss; and

WHEREAS, the Concessionaire agrees not to interfere with the daily operations of the Park and agrees to promote the Park by all means possible and practicable.

NOW THEREFORE, in consideration of the promises and the mutual covenants and conditions contained in this Multi-Year Concession Agreement (“Agreement”), the Department and the Concessionaire agree as follows:

1. The Department grants to the Concessionaire, and the Concessionaire accepts from the Department, an Agreement to provide those certain visitor services within the Park as are described in this Agreement and pursuant to the terms and conditions set forth herein. The Concessionaire shall provide services in conformance with: Chapter 258, Part I, Florida Statutes; Rule 62D-2, Florida Administrative Code (“F.A.C.”); Chapter Seven of the Division’s Operations Manual regarding concession operations (“Division’s Operations Manual”); and, the Multi -Year Concession Agreement Call for Business Plan Packet No. SUP-BP# _____ (“Business Plan Packet”). The Concessionaire shall be responsible for compliance with: 1) all applicable federal, state, and local laws, rules, regulations and ordinances, such as those listed above and as further specified in this Agreement; 2) the Division’s Operations Manual under that version currently in effect as of the date of this Agreement, as well as any subsequent version, modification, amendment or update; and 3) all other terms and conditions contained in this Agreement. It is the Concessionaire’s responsibility to be apprised of any subsequent version, modification,

amendment or update of any of the foregoing statutes and rules. The most updated version of the Division's Operations Manual is available from the Park Manager.

2. The Department and the Concessionaire agree that, in the event of a conflict between the terms and conditions of this Agreement and the terms and conditions stated in the Business Plan Packet, as submitted by the Department to the Concessionaire, or the Concessionaire's Business Plan, all of which are incorporated by reference as if fully set forth herein, the language of this Agreement shall prevail over the language of the Business Plan Packet, and the language of the Business Plan Packet shall prevail over the Concessionaire's Business Plan, unless otherwise stated herein.

3. Dates and extension or renewal discretion. The term of this Agreement shall commence upon execution by all parties and shall end on the ___ day of _____, 20__, subject to all terms, conditions, and provisions contained herein. This Agreement may be extended by written amendment hereto, upon agreement by both parties. The Department may, in its sole discretion, consent to an extension or renewal of this Agreement, and the decision as to whether to consent to an extension or renewal and the length of such extension or renewal, if any, shall depend upon an analysis of various factors, including specifically but not limited to: the needs and goals of the State Park system, as determined by the Department; the ability and willingness of the Concessionaire to perform under the terms, conditions, and provisions of this Agreement, as well as any other agreement, contract or written document to which the Department and the Concessionaire may agree; the Concessionaire's past record of performance, including annual, quarterly, and other evaluation reports, and any audits; the past revenues paid to the Department; the nature and extent of Capital Improvements (as defined in paragraph 14 of this Agreement) made by the Concessionaire; and other factors relevant to Park operations and planning of the individual Park. The Department, in its sole discretion, reserves the right not to extend or renew this Agreement beyond the initial term specified above. The Concessionaire shall not book Events, as defined in paragraph 14, below, after the Agreement end date, until the Department provides written consent to an Agreement extension or renewal. The Concessionaire may provisionally book Events that will occur after the Agreement end date; however, the Concessionaire must: a). disclose to the Event host that the Concessionaire can not guarantee that the Concessionaire will be operating under an agreement with the Department after the Agreement end date; b). transfer the Event deposit to the Department to be held in escrow until such time as a renewal, an extension or a new Agreement is executed; and, c). provide the original Event contract and a consent to assignment to the Department and retain a copy for Concessionaire's files until such time as a renewal, an extension or a new Agreement is executed. In the event the Department does not grant an extension or a renewal of this Agreement, the Concessionaire shall not be entitled to any deposit, fee or revenue resulting from the provisionally booked Events. If the Department grants the Concessionaire an extension or renewal of this Agreement, the deposit and original Event contracts shall be returned to the Concessionaire.

4. Six month trial period. The Concessionaire acknowledges and agrees that: its operation within the Park is a privilege, not a right; the Department has high standards for all such operations in state parks. All Concessionaires given the privilege to operate within the Park are on a trial basis for a six (6) month period; and, notwithstanding the termination provisions of paragraph 29, if the Department, in its sole discretion, determines that the Concessionaire's operations are not suitable for any reason and terminates this Agreement within the initial six (6) months of this Agreement, (the "Six (6) Month Trial Period"), the Concessionaire agrees to save and hold the Department harmless from any kind of claim, administrative action, damages, attorney's fees, or causes of action whatsoever arising from such termination. The Department will not require or expect the Concessionaire to expand services or make any Capital Improvements (see paragraph 13) during the Six (6) Month Trial Period, unless such services or Capital Improvements are agreed to by both parties in writing. If this Agreement is terminated prior to expiration of the Six (6) Month

Trial Period, all such Capital Improvements shall become the property of the Department and the Concessionaire shall receive no compensation or payment for the cost or value of said Capital Improvements, nor shall the Concessionaire be afforded any additional time beyond the Six (6) Month Trial Period for full amortization of the Capital Improvements. The Concessionaire is encouraged to not agree to make any such Capital Improvements unless it can amortize them, make full use of them, or otherwise fully benefit from them during the Six (6) Month Trial Period.

5. Operations. The Concessionaire shall operate out of the facilities and space that are described in paragraph 6, below, and provide the services to the public that are set forth in paragraph 14, below, throughout the daily hours that the Park is open, in full compliance with all terms, conditions and provisions of this Agreement, including specifically, but not by way of limitation, the "Minimum Operational Requirements and Procedures" outlined in **Exhibit A**, which is attached hereto and incorporated herein. The Park Manager shall pre-approve, in writing, any closings of the Concessionaire's operations, which shall include any and all holidays. Any changes made to the Minimum Operational Requirements and Procedures shall be pre-approved, in writing, by the Park Manager. The Concessionaire shall draft an Environmental Protection Plan and Safety Plan pursuant to the terms found in Exhibit A.

6. Use of facilities, space and equipment. The Department hereby provides to the Concessionaire the following facilities, space and equipment, which are further specified in Exhibit A: _____. The Concessionaire accepts the previously identified physical facilities, space and equipment "as is" and with no warranties of suitability for Concessionaire's intended use. Current maintenance or repair needs that have been specifically identified by the Department are identified in Exhibit A and shall be remediated by the Concessionaire pursuant to the maintenance and repair schedule agreed to by the Concessionaire and the Department in Exhibit A. The Concessionaire shall be responsible for the exterior routine maintenance and repair of the previously identified list of physical facilities, space and equipment. Exterior routine maintenance and repair shall include, but not be limited to: the plumbing, electrical, sewage systems; roof, windows, doors and exterior painting. In addition to the foregoing, the Concessionaire shall be responsible for the interior routine maintenance and repair of the previously identified list of physical facilities, space and equipment, which shall be at Concessionaire's sole cost and expense. Interior maintenance and repair shall be performed as a result of the Concessionaire's daily use and operational impact on the facilities, space and equipment, and shall include, but not be limited to: the interior electrical system, the interior plumbing system, interior drain pipe systems, interior painting, the interior and exterior components of the HVAC systems. The Concessionaire shall perform cleaning of all restrooms in the previously identified list of facilities, space and equipment; and shall perform visitor service sign maintenance and repair and may provide interior modifications at the previously identified list of physical facilities, space and equipment with pre-approval, in writing, from the Park Manager. All cleaning, maintenance and repair supplies (chemicals and compounds) and all insecticides, rodenticides and herbicides shall be approved by the Department prior to use by the Concessionaire. The Concessionaire shall perform daily removal of litter within fifty (50) feet of all facilities and space occupied by the Concessionaire pursuant to this Agreement. All construction or alterations of facilities, and all new equipment such as tour vehicles, buildings, tour boats, and other similar facilities, vehicles or equipment shall be consented to by the Department and comply with all applicable federal, state, county, and local laws.

7. Use of premises and government law. The Concessionaire shall not use, nor offer or permit any person to use the business premises for any purpose in violation of any law, ordinance, or applicable governmental rule or regulation. Personal property of the Concessionaire's officers, employees, agents, or acquaintances shall not be stored in the Park. This does not include vehicles or equipment used in the conduct of services under this Agreement, which may be stored in the Park at the discretion of and with approval from the Park Manager.

8. Fire insurance standards. The Concessionaire shall not permit the use or storage of materials of any kind that are prohibited by the standard policies of fire insurance companies in the State of Florida in any facilities or space occupied or used by the Concessionaire pursuant to this Agreement.

9. Inspection of facilities, space and premises. The Concessionaire agrees that the facilities and space occupied by the Concessionaire pursuant to this Agreement may be inspected at any time during operating hours by authorized representatives of the Department or by any other state, county or municipal officer or agency having responsibilities for inspection of such operations. The Concessionaire shall immediately undertake the correction of any deficiency cited by such inspectors.

10. Utilities. The Concessionaire shall pay for the services itemized below and at the following rates:

Electricity: _____
Water: _____
Garbage: _____
Telephone: _____

Vending Machines: Concessionaire shall pay a monthly fee to the Park of \$20.00 per machine not requiring heating element or refrigeration, and \$30.00 per machine requiring heating element or refrigeration, unless the machine is located in an area where electricity is paid for by the Concessionaire.

11. Surveys and reports. The Concessionaire shall cooperate with the Department in conducting surveys, providing reports of visitor contacts, and responding to Department inquiries regarding public usage of the Concessionaire's facilities, space, and services. Further, the Concessionaire shall provide the Department a nominal amount of space for Florida State Park marketing and promotional materials.

12. Leasing and lessee; Full compliance. The Concessionaire understands and agrees that no parcel, building, structure, equipment or space is leased to the Concessionaire; that it is a contractor and not a lessee; and that the Concessionaire's right to occupy the facilities and space referenced in paragraph 6, above, and to operate its business (as referenced in paragraph 14, below) shall continue only so long as the Concessionaire and its operations are in full compliance with the terms and conditions of this Agreement.

13. Construction. The Concessionaire shall obtain pre-approval, in writing, from the Department for any construction of new facilities, for all alterations or additions to existing facilities and space, and shall bear the full cost for such construction, alterations, or additions, which shall become state-owned assets upon completion (heretofore and hereinafter called "Capital Improvements"). The Concessionaire is responsible for applying for and paying all costs associated with required permits. The Concessionaire shall submit sealed architectural specifications and plans for all construction projects, which shall include details on plumbing, electrical, mechanical and other required utility systems, including floor plan, elevations, and material specifications, all of which must be pre-approved, in writing, by the Department, in its sole discretion, prior to commencement of any construction or alterations. The Concessionaire shall provide all of the specifics of all projects that involve construction in the Park, including: timelines, critical paths, methods of construction, approval of plans, amenities, signage, color schemes, advertising, subcontractors, amortization period for the improvements, if applicable, and other information deemed relevant by the Department. Once the permits have been reviewed and final plans have been approved by the Department, the Park Manager shall provide to the

Concessionaire a Notice to Proceed. Upon receipt of the Notice to Proceed, the Concessionaire shall begin with the construction. Upon completion of all capital improvement projects, the above information shall be incorporated herein as **Exhibit B** by way of a formal amendment to this Agreement.

14. Services provided. The Concessionaire is hereby authorized to conduct, and does hereby agree to operate the following business and to provide the following services, which are further specified in Exhibit A, that are subject to all terms, conditions and provisions of this Agreement: _____.

15. Permits and licenses. The Concessionaire shall obtain and maintain all permits and licenses necessary for the operation of the business referenced in paragraph 14 and agrees to comply with all laws governing the responsibility of an employer with respect to persons it employs. All required permits and licenses must be obtained and presented to the Department prior to commencement of any services under this Agreement by the Concessionaire or the Concessionaire's occupation of the facilities and space referenced in paragraph 6, above.

16. Expansion of operations and assignment. The Department may, by formal amendment hereto, authorize the Concessionaire to expand or change the operations provided, if, in its sole discretion, the Department determines that such expansion or change would be beneficial to the Park, Park visitors, or the Department. The Concessionaire may not expand, change or terminate services referenced in this Agreement without the prior written consent of the Department and the execution of a formal amendment to this Agreement. This Agreement shall not be assigned in whole or part, without prior written approval of the Department. If the Department, in its sole discretion, approves the assignment, the Concessionaire shall pay to the Department a processing fee of one hundred dollars (\$100.00), unless such processing fee is waived for good cause by the Department.

17. Subcontractor. The Concessionaire shall be responsible for providing all services referenced in paragraph 14, above, and required under the terms of this Agreement. The Concessionaire may subcontract, as necessary, to perform the services, provided that the Department has consented to the subcontractor by written Amendment to this Agreement prior to execution of the subcontract. The Department reserves the right to disapprove any proposed subcontract or subcontractor, in its sole discretion. Failure to obtain pre-approval of a subcontract or subcontractor may result in termination of this Agreement. The term subcontract, as used in this Agreement, shall include any written or oral agreement, license, or other arrangement in which any other entity undertakes to perform any of the services authorized to be performed by the Concessionaire under this Agreement. The term subcontractor, as used in this Agreement, shall include any entity or person offering goods or services in the Park by written or oral agreement, license, or other arrangement with the Concessionaire. The Concessionaire agrees that the Department shall not be liable to any subcontractor for any expenses or liabilities incurred under the subcontract. It is understood by the Concessionaire that the Concessionaire is solely liable to the subcontractor for all expenses and liabilities incurred under the subcontract and that the Concessionaire is solely responsible for the subcontractor's performance under the subcontract. The Concessionaire shall include a provision in its subcontract that requires the subcontractor to comply with the terms of this Agreement, and to submit reports in the form required by paragraph 25, below. Failure by any subcontractor to perform or to pay the Concessionaire shall not be grounds for excusing the Concessionaire's obligations to the Department. The Concessionaire shall be solely responsible for verifying the subcontractors' reports and for reporting gross sales attributable to any and all subcontracts, and computing and remitting the monthly fee based on total gross sales, as required in paragraphs 24 and 25, below. By execution of a subcontract between the Concessionaire and subcontractor, each agrees to be bound by the terms of this Agreement, including but not limited to: the requirements of Chapter 119, Public Records; Audit

and Minimum Accounting requirements; and the commission on gross sales, as stated in paragraph 26. In the event a subcontractor refuses to comply with the terms and conditions of this Agreement, such refusal shall immediately and automatically terminate the subcontract and this Agreement without further notice.

18. Competition. Unless otherwise provided herein, the Department agrees not to authorize any services in the Park that are in conflict or in direct competition with the Concessionaire's services as specified in paragraph 14 except as further provided in this paragraph. The Department may propose competing services if it first gives the Concessionaire not less than 30 days notice of its intent to authorize such services, and the Concessionaire is allowed to submit a proposal to provide such services within fourteen (14) days of receipt of such notice. The Concessionaire's proposal may be accepted or rejected by the Division, in its sole discretion, after reviewing, among other things, the factors set forth in paragraph 3, above. Notwithstanding the foregoing, the parties agree that the following services or uses are not subject to this paragraph and shall not constitute competition: a) the Department and the Park's Citizen Support Organization selling of Florida State Park promotional merchandise; b) private persons hiring outside caterers or carrying in their own food and refreshments for individual events; and, c) the delivery of goods or services in the Park. The sales or service transactions of which originated outside the Park. This paragraph is not intended to make the Department responsible to take any actions to prevent or remedy any competition that occurs or originates outside of the Park, even if such competing persons lawfully enter the Park. The Concessionaire recognizes that members of the public have a right to boat upon and otherwise lawfully enjoy the navigable waters of the State and have a right to walk below the high water mark of a navigable water body, including within Florida State Parks, so long as they do not land in or enter the Park's uplands without payment of admission fees. The Concessionaire agrees to take no action which hinders, impedes or interferes with such rights.

19. Conflict of Interest. The Concessionaire covenants that it presently has no interest and shall not acquire any interest that would conflict in any manner or degree with the performance of services to be provided under this Agreement. The Concessionaire agrees to use its best efforts to maximize the profitability of this Agreement and to refrain from any self dealing or activity which would usurp opportunities of the Park associated with the services provided hereunder. The Concessionaire further agrees not to conduct any activity that would be injurious or cause disrepute to the Park.

20. Independent contractor. It is acknowledged that at all times the Concessionaire is performing as an independent contractor and not as an employee, representative or agent of the State of Florida, the Department, or the Division, and that neither the Concessionaire nor its employees are entitled to accrue any benefits of state employment.

21. Fees and merchandise. The Concessionaire agrees that prices and fees charged for merchandise and services offered by the Concessionaire pursuant to its operations under this Agreement shall be consistent with those charged by similar businesses for similar merchandise and services in the general vicinity of the Park. For the purposes of this Agreement, "general vicinity" is defined as being located or charging for merchandise or services within five (5) miles of the Park. If there are no similar businesses that market similar merchandise or services within five (5) miles of the Park, general vicinity shall be expanded to include the nearest such similar business. The Concessionaire shall not sell or rent any types of merchandise or equipment prohibited by the Department and shall sell or rent only the types of merchandise or equipment approved by the Department. The Concessionaire shall maintain an adequate supply of all merchandise and equipment (including Florida State Park merchandise), which the Park Manager deems appropriate for the Park or necessary to accommodate Park visitors. The Concessionaire shall ensure that all merchandise and equipment sold or rented is of good quality, safe, and clean.

The Concessionaire agrees to follow the merchandise guidelines contained in Chapter Seven of the Division's Operations Manual, which is entitled "Visitor Service Providers and Self-Operated Concessions." All prices include sales tax. The Concessionaire shall charge the following rental fees: _____

Price and fee adjustments may be requested by the Concessionaire. Such requests will be reviewed by and may be approved in the sole discretion of the Department.

22. Security for Concessionaire's Performance. The Concessionaire shall post with the Department, upon execution of this Agreement, one of the following types of security in the amount of \$_____ to assure compliance with this Agreement and serve as liquidated damages in the event that Concessionaire defaults on the terms and conditions of this Agreement: a verified payment bond issued by a surety company authorized to do business in the State of Florida; a verified, current letter of credit from a bank authorized to do business in the State of Florida (both bond and letter of credit shall be in a form acceptable to the Department); or establishment of a deposit account that is administered by the Department; no interest shall be payable on deposited funds. The terms of any letter of credit or performance bond shall provide that they will be automatically renewed upon the expiration of their stated terms, unless the issuer notifies the party of its intent not to renew 120 days prior to their expiration. Further, bonds and letters of credit shall provide that they may not be terminated or cancelled on less than 120 days notice to the Department. The additional terms and conditions applicable to this security are attached hereto as **Exhibit C**, "Security and Limitation of Damages Criteria", and such terms and conditions are fully incorporated herein by this reference. The security shall be returned to the Concessionaire upon termination for convenience pursuant to paragraph 29(b) or upon expiration of this Agreement, if all terms and conditions of the Agreement have been satisfied. In the event that: (a) the Department terminates this Agreement for cause pursuant to paragraph 29(a), below, or (b) the Concessionaire abandons this Agreement, the Department shall call upon or collect the full amount of the security as liquidated damages for the default. Concessionaire's security for performance shall be maintained continuously throughout the term of this Agreement. If the Department receives notice that the security for this Agreement will expire, be terminated, cancelled or is scheduled for renewal, proof of its reinstatement, renewal or substitution of otherwise acceptable security shall be submitted to the Park Manager at least 90 days prior thereto. The amount of security required under this Agreement shall be re-assessed by the Department based on total gross sales reported by the Concessionaire on an annual basis, as the total gross sales are submitted by the Concessionaire in the Concessionaire's Annual Profit and Loss Statement, see paragraph 26(c); and, upon any renewal, extension, modification, or amendment to this Agreement. All changes in the security for this Agreement shall be approved by the Department, in writing, in advance.

23. Concessionaire employee standards. The Concessionaire shall provide continuing training and evaluation of all employees assigned to the Concessionaire's business operations under this Agreement to ensure an appropriate level of proficiency, a public service attitude, and a good understanding and use of the principles of hospitality. All of the Concessionaire's employees shall be required to wear a visitor service uniform and name tag, pre-approved, in writing, by the Park Manager, at all times while on duty in the Park. The Concessionaire shall replace any employee at the request of the Park Manager for good cause. No Department employee or close relative of an employee of the Department shall be employed by the Concessionaire without prior written approval of the Department.

24. Compensation. The Concessionaire shall pay the Department as compensation for this Agreement: a monthly commission fee based on gross sales for all its operations within the Park; plus, the applicable State Use Tax, (a percentage of the amount paid to the Department, equal to the sum of the state sales tax and applicable county discretionary sales tax percentages), which shall be implemented on a sliding scale, as follows: _____

Gross sales, for the purpose of this Agreement, shall be defined as all sales of goods and services by the Concessionaire and its subcontractors, agents, and employees pursuant to this Agreement, excluding tax collections, discounts, exchanges, refunds, or food consumed by Concessionaire's employees. Sales of goods and services and collections of sales tax shall be accounted for separately at the point of sale. If the Concessionaire is not able to do this, it shall calculate sales tax from gross receipts using a method approved by the Florida Department of Revenue.

25. Monthly fee payment. The monthly base fee and monthly commission fee referenced in paragraph 24, above, plus the State Use Tax and any other fees due, shall be submitted to the Department, through the Park Manager, along with the monthly report of gross sales, such that they will be received by the Park Manager not later than the twentieth (20th) day of each month. Late payments shall result in a late fee being assessed in the amount of ten dollars (\$10.00) for each day the payment is late. If the monthly fee and accumulated late fees are not received within thirty (30) days after the normal monthly payment deadline, then the Department may suspend the Concessionaire's operations under this Agreement until full payment has been received by the Department or terminate this Agreement for cause according to paragraph 29(a) and begin procedures to collect under the security referenced in paragraph 22, above.

26. Accounting. Accounting requirements shall be as follows:

a. Minimum accounting requirements including subcontractors and audit. The Concessionaire shall comply with and document compliance with the Minimum Accounting Requirements attached hereto and incorporated herein as **Exhibit D**. The Concessionaire shall establish and maintain books, records, and documents directly pertinent to performance under this Agreement in accordance with the Minimum Accounting Requirements and with the generally accepted accounting principles, which shall be consistently applied. The Department, and other appropriate government agencies, or their authorized representatives, as provided by law, shall have access to all such records for audit purposes during the term of this Agreement and for five (5) years following the Agreement's expiration or termination. Audits will be conducted at locations and at a frequency determined by the Department or other state agency and communicated to the Concessionaire. The Concessionaire shall provide materials for the audit at the designated place within fifteen (15) days after the Department's or other government agency's notice is received. In addition, the Department may require the Concessionaire to procure an annual financial audit of the Concessionaire's operations conducted by a Certified Public Accountant, at Concessionaire's sole cost and expense. If requested, the Concessionaire agrees that such audit shall be conducted in accordance with generally accepted auditing and accounting principles and shall be completed within a reasonable time frame, which shall not be set at less than sixty (60) days by the Department.

b. Monthly report of gross sales. The Concessionaire shall provide to the Department a Monthly Report of Concessionaire's Gross Sales, which shall include gross sales attributable to any and all subcontracts, as referenced in paragraph 17, above; the monthly base fee; the monthly commission payment; the monthly deposit amount into the CIA; the total amount deposited into the CIA, year to date; the total amount of disbursements, year to date; and, the current balance of the CIA, in the form attached hereto and incorporated herein as **Exhibit E**. The statement shall contain the total gross sales for the previous calendar month by point of sale and shall be delivered to the Park Manager no later than the twentieth (20th) day of the following month. Gross sales shall be defined as all sales of goods and services pursuant to this Agreement, but excluding tax collections, discounts, exchanges, refunds, or food consumed by employees.

c. Annual profit and loss statement. The Concessionaire shall provide an Annual Profit and Loss Statement to the Department, in the form attached hereto and incorporated herein as **Exhibit F**, for its operations pursuant to this Agreement for each calendar year or portion thereof that this

Agreement is in effect. The statement shall be delivered to, or sent so that it is received by, the Park Manager no later than April 30th of the following calendar year, or within ninety (90) days of the expiration or termination of this Agreement, whichever is sooner.

d. Books of original entry. Both the monthly report of gross sales reports and the annual profit and loss statement shall be based on source documents and books of original entry. The Concessionaire shall retain books of original entry and source documents for five (5) years, or until final resolution of matters resulting from any litigation, claim, or audit that started prior to the expiration of the five (5) year retention period, whichever is later. The retention period commences from the date of submission of the annual profit and loss statement required above.

e. Engagement document. If annual gross sales from the Concessionaire's operations under this Agreement exceed \$400,000.00, the Concessionaire shall obtain and submit, at its sole cost and expense, a limited engagement document, prepared in accordance with the Agreed - Upon Procedures for a Certified Public Accountant as stated in **Exhibit G**, attached hereto and incorporated herein. Such limited engagement document shall be conducted in accordance with generally accepted auditing and accounting principles. This limited engagement document shall be submitted to the Park Manager no later than April 30th of the following calendar year or within ninety (90) days after the expiration or termination of this Agreement, whichever is sooner.

f. Revenue subject to sales tax. The Concessionaire's revenue is subject to State Use Tax (see paragraph 24) unless the Concessionaire is exempt from paying such tax on commission fees to the Department. If it is tax exempt, the Concessionaire shall provide verification of its tax exempt status according to the State Use Tax Exempt Certification, in the form attached hereto and incorporated herein as **Exhibit H**, with the executed Agreement.

g. Purchasing card industry ("PCI"). The Concessionaire shall be responsible for complying with the PCI Data Security Standards ("PCI DSS"), which include a set of comprehensive requirements for enhancing payment account data security, at the Concessionaire's sole cost and expense. The PCI DSS standards can be found at the PCI Security Standards Council website, which is linked through: <https://www.pcisecuritystandards.org/>. Additional information can be obtained through the Florida Department of Financial Services ("DFS"), which coordinates the State of Florida's efforts directly with the PCI Security Standards Council. The Concessionaire shall ensure that the required data security measures are in place no later than sixty (60) days after the execution of this Agreement or prior to the commencement of operations, whichever is sooner, by submitting a completed Self-Assessment Questionnaire ("SAQ") to the Park Manager. The Concessionaire shall submit an updated SAQ to the Park Manager annually on the anniversary of the commencement date through the expiration or termination of this agreement. The SAQ can be found on the PCI DSS website listed above. During the term of this Agreement, it shall be the Concessionaire's responsibility to be apprised of any subsequent version, modification, amendment or update of the PCI DSS, and, if necessary, in order to comply with the most current version of the PCI DSS, to modify its annual SAQ as it pertains to its operations under the Agreement, at Concessionaire's sole cost and expense.

27. Public records. Pursuant to Chapter 119, Florida Statutes, all documents, papers, letters, or other printed, written, or recorded material prepared in conjunction with or as a result of this Agreement is a public record, except for such records that are exempt under Chapter 119, Florida Statutes or other statutory provision, and Article I, section 24(a) of the Florida Constitution. All public records may be inspected or copied by any member of the public at any reasonable time. Additionally, such records may be audited by the State of Florida Auditor General or other authorized government agency. This Agreement may be unilaterally canceled by the Department for refusal by the Concessionaire to allow public access to all documents, papers, letters, or other materials made or received by the Concessionaire in conjunction with this Agreement, unless the

records are exempt under Chapter 119, Florida Statutes or other statutory provision, and Article I, Section 24(a) of the Florida Constitution. Park visitors' and the Concessionaire's employees' social security numbers, bank account numbers, and credit or debit card numbers are not public records and shall be protected and redacted from any records shown or given to the public.

28. No vested real property right; Violation of grant terms. This Agreement shall not vest any real property right or interest in the Concessionaire, and shall be deemed to only be the grant of a privilege to perform the terms of this Agreement. In the case of state parks acquired or developed with Land and Water Conservation Fund (LWCF) grants, the Concessionaire shall comply with all terms and provisions of the LWCF Grant Agreement regarding standards of maintenance, public use, and accessibility. A copy of the Grant Agreement may be obtained through the Park Manager. If the Concessionaire fails to comply with any of the material terms and conditions of the LWCF grant, the Department shall provide written notice of said default and afford the Concessionaire ten (10) days to cure said default. Upon failure of the Concessionaire to bring the operations into compliance with the terms and provisions of the Grant Agreement or to show a good faith effort to comply within the time limit specified therein, the Department may terminate this Agreement for cause pursuant to paragraph 29(a), below.

29. Termination. Unless otherwise stated herein, this Agreement may be terminated prior to the expiration of the term stated in paragraph 3, as follows:

a. Termination for cause. The Department may terminate this Agreement for cause upon giving 30 days notice to Concessionaire, in writing. In such notice of termination, the Department, in its sole discretion, may give the Concessionaire a reasonable amount of time to cure the deficiencies cited by the Department in the notice. If the Concessionaire does not fully cure the deficiencies within the time limit prescribed in the notice, then this Agreement shall terminate the following calendar day. Upon such termination, the Concessionaire shall immediately remove itself and all other parties who may be present upon or occupy any part of the premises for its operations conducted hereunder. Continued occupancy of the premises after termination of this agreement shall constitute trespass by the Concessionaire and may be prosecuted as such. Requests for extension of time to cure shall be submitted to the Department in writing and the Department, in its sole discretion, may grant or deny such request.

b. Termination for convenience. The Department or the Concessionaire may terminate this Agreement for convenience by giving 90 days notice to the other party.

1). If the Concessionaire terminates this Agreement for convenience before the end of the term specified in paragraph 3, above, Concessionaire shall pay to the Department a \$100.00 processing fee in conjunction with such termination. If the Concessionaire gives less than the 90 days notice required above, then, in addition to the processing fee above, the Concessionaire shall pay to the Department an expedited termination fee equaling five percent (5%) of its previous 12 months average monthly commission for each month remaining in the term of this Agreement, as liquidated damages to the Department. This provision does not preclude the Department from pursuing any other legal remedies, in its sole discretion.

2). If the Department terminates this Agreement for convenience, it shall not be liable to Concessionaire for any direct, indirect or consequential damages arising therefrom, save and except for any obligation Department may have to reimburse Concessionaire for unamortized Capital Improvements. If Concessionaire has made Capital Improvements (as defined in paragraph 13, above) to the Park, which have not been fully amortized (as defined by the Amortization Schedule in Exhibit B, if applicable), the Department shall pay the Concessionaire the remaining unamortized amount of the Capital Improvements, as of the termination date, within 90 days following the termination date. The amortization rate and period for Capital Improvements

shall be as stated in Exhibit B, if applicable, and reimbursements shall be pro-rated based on the date of termination during that calendar year. Proration shall be calculated using a 360 day calendar year. Concessionaire agrees that such payment shall constitute liquidated damages for termination for convenience by the Department.

30. Equipment and other tangible property. Upon termination or expiration of this Agreement for any reason, neither the Department nor any of its agents, officers or employees shall be obligated to purchase any of the Concessionaire's equipment or remaining inventory, unless otherwise provided herein. The Concessionaire shall remove or dispose of all assets that are not fixtures of state property (subject to paragraph 40 of this Agreement), at the Concessionaire's sole cost and expense. Notwithstanding the foregoing, the Park Manager may elect, in his sole discretion, not to require the Concessionaire to remove assets that are not fixtures of state property, and all such assets not removed by the Concessionaire prior to expiration or termination of this Agreement shall become the property of the Department. The Park Manager shall give written notice of any such election, prior to the termination or expiration of this Agreement.

31. Review every five (5) years. This Agreement shall be reviewed by the Department every five (5) years to determine whether the compensation agreed to herein is sufficient. Factors to be considered are: whether Capital Improvements were made by the Concessionaire, whether such Capital Improvements have been fully amortized, significant increase in use by the public, the Concessionaire contributions to the Park other than Capital Improvements, significant increase in Concessionaire profits without a comparable increase in value to the Park, decrease in overhead costs, competitive rates in the marketplace, and other relevant factors. If the Department determines that the compensation agreed to is insufficient, the parties shall negotiate until agreement is reached and amendment hereto is made. If the parties cannot agree upon the amount to be paid the Department, the Department shall terminate the Agreement after ninety (90) days written notice to the Concessionaire.

32. Notices. Any and all notices as provided herein, including but not limited to notices of termination, shall be effective upon receipt, only if made in writing and sent by first class mail with proper postage fully pre-paid thereon, by hand-delivery, or by express mail or other professional delivery service to the following addresses:

Concessionaire

Name
Address (mailing and physical)
City, State, Zip
Name

Department

Name
Address (mailing and physical)
City, State, Zip
Name
And
Visitor Services Section Planning Manager
Bureau of Operational Services
Division of Recreation and Parks
3900 Commonwealth Blvd., MS 535
Tallahassee, Florida 32399-3000

The Concessionaire shall inform the Park Manager in writing within thirty (30) days of any change to its name, business organization, ownership, address, Registered Agent, or other contact information.

33. Agreement managers. [Insert Name], Park Manager, who can be reached by telephone at () - or by email at [Insert email address], or his or her successor, is hereby designated as the Department's Agreement Manager. The Agreement Manager shall: be

responsible for ensuring compliance with the terms and conditions of this Agreement; conduct regularly scheduled performance inspections of the Concessionaire's operation; and, report all findings to the Department. The Agreement Manager for the Concessionaire is [*name, title*] who can be reached by telephone at () - or by email at [*Insert email address*].

34. Insurance coverage. The Concessionaire shall secure and maintain the following types of insurance covering its operations under this Agreement:

a. Liability. The Concessionaire shall secure and maintain Commercial General Liability insurance, including bodily injury, property damage, personal and advertising injury, contents of the facilities and space referenced in paragraph 6, as amended or expanded from time to time, products, and completed operations. This insurance shall provide coverage for all claims that may arise from the services and/or operations provided under this Agreement, whether such services and/or operations are by the Concessionaire or anyone directly or indirectly employed by the Concessionaire. The minimum limits of liability shall be \$500,000 for each occurrence and \$1,000,000 in the aggregate.

b. Automotive. The Concessionaire shall secure and maintain Commercial Automobile Liability insurance for company-owned vehicles and for hired and non-owned vehicles, which are used to transport equipment, merchandise, food products, customers, employees or otherwise provide operational support or deliver services to the day to day or incidental operations or otherwise used to conduct business in the Park as allowed under this Agreement, at a minimum combined single limit of \$300,000.00. Commercial automobile liability insurance coverage may be provided as either vehicle specific coverage or as a coverage for the business use as a rider on the Concessionaire's general liability insurance policy.

c. Other as needed. Other insurance required under this Agreement shall be insurance for the unique or particular type of operations, recreation, or facilities provided, such as liability for the operation of vessels, water sports, operation of other motorized vehicles, and diving and snorkeling. The Concessionaire must provide its own insurance for such things as boat hulls, building contents, theft, vehicle comprehensive, and any other applicable insurance. The Concessionaire understands that the state's insurance does not cover the Concessionaire's personal property or business losses in the Park. The Concessionaire is advised to thoroughly research its insurance needs prior to executing this Agreement.

d. Services cannot begin without insurance and filing requirements. No services under this Agreement shall begin prior to compliance with this paragraph. Compliance with the foregoing shall not relieve the Concessionaire of its liability under this paragraph or under any other portion of this Agreement. All insurance shall include a Hold Harmless Agreement in favor of the Department and the Board of Trustees of the Internal Improvement Trust Fund of the State of Florida ("Board of Trustees"). All insurance policies shall name the Florida Department of Environmental Protection and the Board of Trustees of the Internal Improvement Trust Fund of the State of Florida as Additional Named Insured for the entire term of the Agreement, including all extensions, if any. All insurance policies shall include the DEP Agreement No. _____ on the certificate. Insurance policy certificates shall be submitted to the Park Manager, and shall list the Park Manager at (insert full name of park and mailing address), as the insurance policy certificate holder. All insurance policies shall be with insurers licensed or eligible to do business in the State of Florida. The Concessionaire's current certificate of insurance shall contain a provision that the insurance will not be canceled for any reason except after thirty (30) days written notice to the Park Manager, except for nonpayment of insurance premium, which shall be handled in accordance with Florida law. The Concessionaire shall provide evidence of its current insurance coverage prior to commencement of operations. All required insurance policies shall remain in full force and effect throughout the term of this Agreement. Evidence of all policy renewals shall be provided to the

Park Manager at the time of every renewal of such policy and prior to any extension of this Agreement. The Department reserves the right to request copies of insurance policies for examination and copying at any time during the term of this Agreement. Any releases required by the Concessionaire's insurer to be signed by members of the public may be used in accordance with applicable law. To the extent releases are used, the release shall also release the Department and the Board of Trustees in addition to the Concessionaire and must be approved in advance in writing by the Department. If at any time, the Department deems it necessary to require a liability waiver to be signed by members of the public, the Concessionaire shall comply with the Department's request. Required per occurrence and aggregate loss limits for insurance coverage of Concessionaire's services under this Agreement shall not be subject to dilution or reduction by any other insurable loss or interest of Concessionaire under such policy, and if requested Concessionaire will provide proof thereof from its insurance provider.

35. Workers' Compensation. The Concessionaire shall secure and maintain during the life of this Agreement, Worker's Compensation Insurance for all of its employees connected with the work to be performed under this Agreement. Prior to the Concessionaire's signing of this Agreement, the Concessionaire shall provide evidence of such coverage. Concessionaire's self-insurance or insurance coverage shall comply fully with Florida Worker's Compensation Law. Such self-insurance program or insurance coverage shall comply fully with the Florida Workers' Compensation law and the Merchant Marine Act of 1920 (P.L. 66-261), commonly known as the Jones Act, including any subsequent amendments or conditions. In case any class of the employees engaged in hazardous work under this Agreement is not protected under Workers' Compensation statutes, the Concessionaire shall provide adequate insurance, satisfactory to the Department, for the protection of its employees not otherwise protected. Insurance policy certificates shall be submitted to the Park Manager, and shall list the Park Manager at (insert full name of park and mailing address), as the insurance policy certificate holder. All insurance policies shall be with insurers licensed or eligible to do business in the State of Florida.

36. Risk in operation. The Concessionaire assumes all risk in the operation of its business under this Agreement and shall be solely responsible and answerable in damages for accidents or injuries to persons or property, whether direct or indirect, arising out of its operations or arising by virtue of the carelessness, negligence, or improper conduct of the Concessionaire or its subcontractors, and their respective employees, representatives, or agents. The Concessionaire shall save and hold harmless and indemnify the Department and the Board of Trustees, and their respective officers, employees, and agents, against any and all liability, claims, judgments, attorney's fees, or costs of whatsoever kind and nature for injury to, or death of, any person or persons and for the loss of or damage to any property resulting from the use, service, operation, or performance of work under the terms of this Agreement, resulting from any act, or failure to act, by the Concessionaire or its subcontractors, and their respective employees, agents, or representatives to the extent allowed by law. The Concessionaire shall notify the Park Manager within five (5) days of all legal actions filed against the Concessionaire related to the Park or that may adversely affect or reflect on the Department.

37. Force majeure event. The Concessionaire hereby waives all claims for compensation for loss or damage sustained by reason of any force majeure event that takes place in or affects the Park. If a force majeure event occurs which causes delay or the reasonable likelihood of delay in Concessionaire's performance under this Agreement, the Concessionaire shall promptly notify the Park Manager orally, and within seven (7) calendar days, notify the Park Manager in writing of the anticipated length and cause of the delay, the measures taken or to be taken to minimize the delay, and the Concessionaire's intended timetable for implementation of such measures. If the parties agree that the delay or anticipated delay has been or will be caused by a force majeure, time for performance of the Agreement may be extended for a period of time equal to the delay resulting from the force majeure. Such extension shall be the Concessionaire's sole remedy under

this Agreement for delay caused by a force majeure event. Such extension shall be confirmed by an amendment to this Agreement. A force majeure event shall be an act of God or nature, strike, lockout or other industrial disturbance, act of the public enemy, war, blockade, public riot, lightning, fire, flood, explosion, failure to receive timely necessary governmental or third party approvals, governmental restraint, terrorism, threat to homeland security, tornado, hurricane or other severe storms, civil commotion, criminal activity, or any other cause, whether of the kind specifically enumerated herein or otherwise, which is not reasonably within the control of the Concessionaire. Failures of the Concessionaire's subcontractor to perform are not a force majeure; nor are business losses a force majeure. Any such event shall not relieve the Concessionaire from performance of any terms of this Agreement that can be performed. No payment from the Concessionaire shall be due for the time period during which its operations are totally suspended due to the force majeure event.

38. Waiver in light of force majeure event. The Concessionaire also hereby waives all rights, claims and demands and forever releases and discharges the Department and the Board of Trustees and their respective employees, officers and agents from all demands, attorney's fees, claims, actions and causes of action arising from a force majeure event.

39. Natural and cultural resources. The Concessionaire shall abide by all local, state and federal regulations and statutes governing the protection of natural and cultural resources and be considered liable for violation of such regulations or statutes.

40. Recyclable or biodegradable materials. When disposable serving supplies are utilized by the Concessionaire, they shall be produced from recyclable or biodegradable materials. Preference should be given to using non-disposable serving supplies. The Concessionaire shall develop and implement a solid waste reduction plan, as part of the environmental protection plan required by Exhibit A, for solid waste generated by the visitor service operations. In areas where recycling programs exist, this plan shall include provisions for recycling of all appropriate materials, and shall be approved in writing by the Park Manager during the first sixty (60) days of operations under this Agreement.

41. Works for hire. Works for hire is defined as a contributions to a collective work; part of a motion picture or other audiovisual work; a translation; a supplementary work; a compilation; an instructional text; a test; answer material for a test; and an atlas. For the purpose of this Agreement, the definition of works for hire shall be expanded to include: any marketing materials and websites generated by the Concessionaire utilizing a state park name for the purpose of conducting business under this Agreement, and whether such works for hire are patentable or copyrightable or not, such works for hire shall belong to the Department and shall be subject to the terms and conditions of this Agreement.

42. Federal, state and local laws. The Concessionaire shall comply with all applicable federal, state and local laws, rules, regulations and ordinances in providing services to the Department under this Agreement. The Concessionaire acknowledges that this requirement includes, but is not limited to, compliance with all applicable federal, state and local health and safety rules and regulations. The Concessionaire further agrees to include this provision in all subcontracts issued as a result of this Agreement. The Concessionaire's failure to comply with any part of this provision is material and shall be grounds for termination of this Agreement by the Department, pursuant to paragraph 29(a) of this Agreement.

a. Compliance with the Americans with Disabilities Act. The Concessionaire must comply with the Americans with Disabilities Act ("ADA"), and Chapter 760, Part I, Florida Statutes, the "Florida Civil Rights Act," and must provide facilities that provide accommodations to persons with disabilities, and must provide program access to each and every program and activity that the

Concessionaire offers to the public. It is the intent of the Department that the Concessionaire offer access to all of its facilities, programs, and not merely to the minimum extent mandated by law.

b. Violation of ADA. In the event that the Concessionaire is sued for violation of the ADA, and a court of competent jurisdiction determines that the Concessionaire is in violation of the ADA, or the Concessionaire settles the case with the understanding that ADA changes must be made, the Concessionaire shall pay all of its own attorney's fees and costs as well as the plaintiff's attorney's fees and costs, as required by law. The Concessionaire may seek insurance for such risk, and, if it obtains a policy that covers such risk, the Concessionaire shall name the Department and the Board of Trustees as Additional Named Insured under such policy, and shall comply with such requirements, as applicable, in paragraph 34. If the Department is a co-defendant in such suit, the Department shall only pay for those attorney's fees and costs attributable to its violation of the ADA, as determined by the plaintiff's records. In the event that the time records do not reflect whether counsel's work was attributable to the Department's or the Concessionaire's violations, or the parties cannot agree on a split, the attorney's fees and costs shall be split equally between the Concessionaire and the Department.

c. A & I coordinator. The Division of Recreation and Parks employs an Accessibility and Inclusion Coordinator ("A & I Coordinator"), who shall be consulted by the Concessionaire each time an ADA issue arises. The A & I Coordinator will be the Division's contact for all public complaints and questions related to the ADA. The Concessionaire shall also inform the A & I Coordinator and the Park Manager within five (5) days of service of process, in the event that it is sued for an ADA violation. The Concessionaire shall inform the A & I Coordinator and the Park Manager of all ADA disputes or claims in writing within five (5) days of the event. If there is a dispute between a Concessionaire and a visitor related to the ADA, an accommodation shall be negotiated between the parties by the A & I Coordinator. The A & I Coordinator can be contacted through the Bureau of Operational Services at (850) 245-3076.

1). A & I Liaison. On or before the first (1st) day of operations under this Agreement, the Concessionaire shall identify one or more officers or employees to act as their Accessibility and Inclusion Liaison ("A & I Liaison"), and will promptly provide their names and contact information to the Park Manager.

2). ADA Training.

a. The Department shall send notice to the Concessionaire's A & I Liaison when the Department's online ADA training is available or updated. The Concessionaire's A & I Liaison and the Concessionaire's Agreement Manager shall take the Department's online ADA training within sixty (60) calendar days of receiving such notice of course availability/update from the Park Manager.

b. If offered, the Concessionaire shall attend training on ADA practices when a Concessionaire Meeting is held.

3). Visitor Complaints. The Concessionaire's A & I Liaison and the Concessionaire's Agreement Manager shall make themselves familiar with the ADA requirements related to the Concessionaire's operations. The Concessionaire shall follow guidelines as provided by the Park Manager for accessibility and follow the Department's complaint procedure found on the www.FloridaStateParks.org website for any visits, calls or complaints from visitors to initiate the resolution of the complaint to the visitor's and Department's satisfaction. The Concessionaire's A & I Liaison shall: act as liaison with the A & I Coordinator; educate and direct other Concessionaire staff in ADA matters and issues; and, cooperate with the A & I Coordinator.

d. Accessibility and inclusion policy. On the first (1st) day of operations under this Agreement, the Concessionaire shall make the Concessionaire's accessibility and inclusion policy

available to everyone, including Concessionaire's employees, the Park Manager and Park visitors. The policy shall include, but is not limited to: the Concessionaire's responsibility towards individuals with disabilities; the degree of access available to the Concessionaire's operational facilities, programs and activities; the Concessionaire's policy for visitor requests or inquiries for access to the Concessionaire's operational facilities, programs and activities; and, the Concessionaire's policy for handling a complaint on access and inclusion. The Concessionaire must post on its premises and its website, if it provides one, the Concessionaire's accessibility and inclusion policy in a highly visible location which will be visible to the public and Concessionaire's employees at all times.

e. Written publications. If the Concessionaire provides written publications such as a website and brochures for its operations, the Concessionaire shall include accessibility information in such publications.

f. Compliance with ADA terms and conditions. The Concessionaire shall comply with ADA provisions of this Agreement beginning on its first (1st) day of operations within the Park, unless otherwise specified herein. Compliance with the above-listed terms and conditions shall be monitored by the Concessionaire's A & I Liaison and the Park Manager. The Department shall also include ADA compliance as a component of the Concessionaire's Quarterly Evaluation Report. (See the Division's Operations Manual referenced in paragraph 1).

43. Civil Rights Act. The Department receives Land and Water Conservation Funds. Under Title VI of the 1964 Civil Rights Act, the U. S. Department of Interior prohibits discrimination on the basis of race, creed, color, national origin, age, sex, or disability. The Concessionaire shall not discriminate, in the providing of services to the public or through its employment practices, on the basis of race, creed, color, national origin, age, sex, or disability. Requests for information regarding Title VI or registering of complaints under Title VI may be made to: The Office of Equal Opportunity, U. S. Department of the Interior, Office of the Secretary, Washington, DC, 20240.

44. Unauthorized aliens. The employment of unauthorized aliens by any contractor/vendor is considered a violation of Section 274A(e) of the Immigration and Nationality Act. If the Concessionaire knowingly employs unauthorized aliens, such violation shall be cause for immediate unilateral cancellation of this Agreement by the Department. The Concessionaire shall be responsible for including this provision in all subcontracts with private persons or organizations entered into as a result of this Agreement.

45. E-Verify Employment Eligibility Verification. The Immigration Reform and Control Act of 1986 prohibits employers from knowingly hiring illegal workers. The Concessionaire shall only employ individuals who may legally work in the United States – either U.S. citizens or foreign citizens who are authorized to work in the U.S. The Concessionaire shall use the U.S. Department of Homeland Security's E-Verify Employment Eligibility Verification system to verify the employment eligibility of:

a. All persons employed by the Concessionaire, during the term of this Agreement, to perform employment duties within Florida; and,

b. All persons (including subcontractors) assigned by the Concessionaire to perform work pursuant to this Agreement.

The Concessionaire shall include this provision in all subcontracts it enters into for the performance of work under this Agreement.

46. Sexual predator and offender check. The Department shall conduct a sexual predator and sexual offender check on the Concessionaire's Agreement Manager and its officers prior to executing this Agreement. No person on either the sexual predator or sexual offender list maintained by the Florida Department of Law Enforcement ("FDLE") shall be employed within the Park. The Department has the right to conduct criminal background checks and additional sexual predator and sexual offender checks on the Concessionaire's Agreement Manager, the Concessionaire's officers, employees, and subcontractors during the term of this Agreement. In addition to the foregoing, the Concessionaire shall perform sexual predator and sexual offender checks on all its employees and subcontractors and shall keep a copy of such records in their personnel files that will be available to the Department during the Concessionaire's regular office hours.

47. Indemnification. The Concessionaire shall save and hold harmless and indemnify the State of Florida, the Department, the Board of Trustees, and their respective officers, employees, and agents from any lawsuit, claim or action arising out of its operations under this Agreement.

48. DEP employees act in representative capacity. It is understood and agreed that the persons constituting the Department and the Board of Trustees, and their respective employees, officers, and agents are acting in a representative capacity and not for their own benefit, and that neither the Concessionaire nor any of its or its subcontractor's employees, officers, or agents shall have any claim against any such Department employees, officers, or agents as individuals in any event whatsoever, when they are acting within the guidelines, terms and conditions set forth herein or when complying with applicable laws, rules, ordinances or Department directives and procedures.

49. Appropriation by Legislature. The Department's performance and obligation to pay under this Agreement is contingent upon an annual appropriation by the Legislature (Section 287.0582 F.S.). If funds are not appropriated or available for the Department to operate the Park or maintain the facilities and space allotted for the Concessionaire, the Department may terminate this Agreement upon giving the Concessionaire thirty (30) days notice in writing.

50. Limitation of damages. The Concessionaire is aware that this Agreement is for management purposes and may be revenue generating or revenue neutral. Therefore, there are no funds appropriated by the Legislature to pay damages. If the Concessionaire has made no Capital Improvements in the Park, and if a court of competent jurisdiction determines that the Department is legally liable to Concessionaire by reason of the Department's breach of this Agreement, the Concessionaire agrees that damages for any such breach shall be limited to the security amount indicated in paragraph 22 or actual damages, whichever is less. See also **Exhibit C**, which is attached hereto and incorporated herein. If the Concessionaire has made Capital Improvements in the Park, paragraph 29(c) shall apply.

51. Delivered under laws of Florida and action brought in Leon County. This Agreement has been delivered in the State of Florida and shall be construed in accordance with the laws of Florida. Wherever possible, each provision of this Agreement shall be interpreted in such manner as to be effective and valid under applicable law, but if any provision of this Agreement shall be prohibited or invalid under applicable law, such provision shall be ineffective to the extent of such prohibition or invalidity, without invalidating the remainder of such provision or the remaining provisions of this Agreement. Any legal action hereon or in connection herewith shall be brought in Leon County, Florida.

52. Delay and failure to exercise right shall not impair right. No delay or failure to exercise any right, power or remedy accruing to either party upon breach or default by either party under this Agreement, shall impair any such right, power or remedy of either party; nor shall such delay or

failure be construed as a waiver of any such breach or default, or any similar breach or default thereafter.

53. No interest given to any third party. This Agreement is not intended nor shall it be construed to grant any rights, privileges or interest to any third party without the mutual written agreement of the parties hereto.

54. Bona fide employee. The Concessionaire warrants that it has not employed or retained any company or person, other than a bona fide employee working solely for the Concessionaire to solicit or secure this Agreement and that it has not paid or agreed to pay any person, company, corporation, individual, or firm, other than a bona fide employee working solely for the Concessionaire any fee, commission, percentage, gift, or other consideration contingent upon or resulting from the award or making of this Agreement.

55. Time is of the essence. Time is of the essence in the performance of this Agreement.

56. Severability. If a court deems any provision of the Agreement void or unenforceable, that provision shall be enforced only to the extent that it is not in violation of law or is not otherwise unenforceable and all other provisions shall remain in full force and effect.

57. Entire agreement. This Agreement represents the entire agreement of the parties and supersedes all previous agreements. Any alterations, variations, changes, modifications, or waivers of provisions of this Agreement shall be valid only when they have been reduced to writing, duly signed by each of the parties hereto, and attached to the original of this Agreement.

58. Acceptance of terms per signature. The Concessionaire agrees with and accepts the terms and conditions of this Agreement by its signature below.

The parties hereto have caused this Agreement to be executed the day, month and year last written below.

CONCESSIONAIRE

STATE OF FLORIDA DEPARTMENT OF ENVIRONMENTAL PROTECTION

By: _____
President's signature or designee

By: _____
Secretary's signature or designee

Printed Name: _____
Title: _____

Printed Name: Scott D. Robinson
Title: Assistant Division Director

Date: _____

Date: _____

Approved as to form and legality:

DEP Attorney

- List of Exhibits incorporated as part of this Agreement:
Exhibit A Minimum Operational Requirements and Procedures
Exhibit B Schedule and Scope of Capital Improvements (if applicable)

Exhibit C	Security and Limitation of Damages Criteria
Exhibit D	Minimum Accounting Requirements
Exhibit E	Monthly Report of Concessionaire Gross Sales
Exhibit F	Profit and Loss Statement
Exhibit G	Agreed-Upon Procedures for a Certified Public Accountant
Exhibit H	State Use Tax Exempt Certification

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EXHIBIT A

Minimum Operational Requirements and Procedures

1. Operations
 - a. The minimum hours of operation for the _____ are: ___ a.m. to ___ p.m., daily, 365 days a year.
 - b. Any deviation from these hours shall be pre-approved, in writing, by the Park Manager.
 - c. Concessionaire will maintain a telephone as a public and vendor contact point, which will be staffed from 8:00 a.m. to 5:00 p.m. daily. If an answering machine is used, calls must be returned promptly.
 - d. Business hours shall be posted near the main entrance of the business.
 - e. The Concessionaire shall submit to the Department for prior approval all proposed advertising, brochures, and signs. The Department shall have the right to require removal of all or part of any advertising that the Department deems inappropriate or reflects badly on the Department.

2. Maintenance of Facilities
 - a. Facility maintenance and cleaning will be performed on a schedule and to standards acceptable to the Park Manager.
 - b. Ground maintenance and cleaning will be performed on a schedule and to standards acceptable to the Park Manager.
 - c. Concessionaire will maintain a pest control contract for all facilities.
 - d. All roofs will be kept free of pine needles and leaf litter.
 - e. The maintenance and repair schedule of the facilities, appliances and space listed in paragraph 6 of the Agreement, and for the facilities provided by the Concessionaire shall be in compliance with the American with Disabilities Act; the United States Department of Interior's, Secretary's Standards for Rehabilitation as implemented by the Florida Department of State, Division of Historical Resources guidelines for historic buildings; enabling statute Section 267.061, 267.115 Florida Statutes, and by DRP, enabling statute Section 258.037, Florida Statutes.

3. Environmental Protection Plan
 - a. Within the first thirty (30) days of operation under this Agreement, the Concessionaire shall provide a draft Environmental Protection Plan which will be evaluated by a Department biologist. This Environmental Protection Plan will cover all operations in the Park, and shall include, but not be limited to:
 1. Use of recyclable or biodegradable materials where possible, with preference given to use of non-disposable materials;
 2. natural resources impact minimization;
 3. solid waste reduction and recycling;
 4. waste management;
 5. use of cleaning and maintenance supplies/compounds, insecticides, rodenticides and herbicides; and,
 6. any other information which would allow a reviewer to evaluate and understand the total Environmental Protection Plan.

- b. A final Environmental Protection Plan which incorporates all comments from the Department must be approved by the Park Manager and implemented within the first sixty (60) days of operation under this Agreement.
4. Safety Plan
Within the first thirty (30) days of operation under this Agreement, the Concessionaire shall provide a draft Safety Plan which will be evaluated by the Park Manager. A final Safety Plan which incorporates the District and Park Manager's comments and shall be approved by the Park Manager; shall be implemented within the first sixty (60) days of operation under this Agreement. The Safety Plan shall be revised once a year, thereafter by the Agreement execution anniversary date. This Safety Plan shall include guidelines for all aspects of the Concessionaire operation with special attention to traffic control, first aid, security, fire prevention and water related activities and equipment. A section of the Safety Plan shall be devoted to Emergency Action, which shall cover proper preparations and responses to all natural and man-caused disasters.

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EXHIBIT B

SCHEDULE AND SCOPE OF CAPITAL IMPROVEMENTS

1. The Concessionaire shall adhere to the Americans with Disabilities Act for remodeling and construction. The costs incurred as a result of such requirement shall be the sole responsibility of the Concessionaire.
2. Any demolition or construction performed under the Agreement shall comply with all applicable federal, state, county, and local laws.
3. The Concessionaire shall begin permitting six months after the execution of this Agreement. The Concessionaire is responsible for applying and paying for all costs of any required permits. The Concessionaire shall obtain permits according to the below schedule for capital improvements.
4. The Concessionaire shall submit to the Park Manager copies of any permits and copies of final Sealed Architectural Drawings and the final plans. The Park Manager will facilitate the review of the permits, final Sealed Architectural Drawings and the final plans by the Bureau of Parks District ____ Administrative Office and the Bureau of Design and Construction (“BDC”). The BDC shall have thirty (30) days to review and approve the permits, final Sealed Architectural Drawings and the final plans.
5. Once the permits and the final plans have been approved by the BDC, the Park Manager shall provide to the Concessionaire a Notice to Proceed.
6. Upon receipt of the Notice to Proceed, the Concessionaire shall begin with the construction as indicated, below.
7. The Concessionaire shall meet the below schedule, at the Concessionaire’s sole cost and expense for the capital improvement’s agreed upon project scope.

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EXHIBIT C

Security and Limitation of Damages Criteria

1. Security Criteria.

Dollar amounts for securities shall be set according to the following criteria:

a. Security should be sufficient for the Division to recover any reasonably conceivable loss due to the Concessionaire's non-compliance with the terms and conditions of this Agreement.

b. In the event of an Agreement extension or renewal, the amount of the security shall be based on the Concessionaire's actual gross sales data from the past five (5) calendar year periods, or for a new Agreement, the amount shall be based on estimated annual gross sales and shall be sufficient to cover at least 4% of the annual gross sales made by the Concessionaire.

c. The amount of security shall change with the increase of gross sales realized by the Concessionaire over each calendar year period.

d. Annual Gross Sales and Security Amount

\$0 - \$100,000.00	\$4,000
\$100,000.01 - \$200,000.00	\$8,000
\$200,000.01 - \$300,000.00	\$12,000
\$300,000.01 - \$400,000.00	\$16,000
\$400,000.01 - \$500,000.00	\$20,000
\$500,000.01 - \$600,000.00	\$24,000
\$600,000.01 - \$700,000.00	\$28,000
\$700,000.01 - \$800,000.00	\$32,000
\$800,000.01 - \$900,000.00	\$36,000
\$900,000.01 - \$1,000,000.00	\$40,000

above \$1,000,000.00 determined on individual basis utilizing the 4% of the annual gross sales made by the Concessionaire

2. Limitation of Damages Criteria.

Dollar amounts shall be set according to the following criteria:

a. Dollar amounts should be sufficient for the Division to cover any reasonably conceivable loss due to the Concessionaire due to the Department's non-compliance with the terms and conditions of this Agreement.

b. The amount of the damages paid shall be based on the Concessionaire's actual gross sales data from the past five (5) calendar year periods, or in the case of new Concessionaire, which has been operating for less than five (5) calendar year periods, the amount shall be based on estimated annual gross sales and shall be sufficient to cover at least 4% of the annual gross sales made by the Concessionaire.

c. The amount of damages paid shall be in concurrence with the security amount provided by the Concessionaire in paragraph 22, and may change with the increase of gross sales realized by the Concessionaire over each calendar year period.

d. Annual Gross Sales and Damages Paid

\$0 - \$100,000.00	\$4,000
\$100,000.01 - \$200,000.00	\$8,000

\$200,000.01 - \$300,000.00	\$12,000
\$300,000.01 - \$400,000.00	\$16,000
\$400,000.01 - \$500,000.00	\$20,000
\$500,000.01 - \$600,000.00	\$24,000
\$600,000.01 - \$700,000.00	\$28,000
\$700,000.01 - \$800,000.00	\$32,000
\$800,000.01 - \$900,000.00	\$36,000
\$900,000.01 - \$1,000,000.00	\$40,000

above \$1,000,000.00 determined on individual basis utilizing the 4% of the annual gross sales made by the Concessionaire.

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EXHIBIT D
MINIMUM ACCOUNTING REQUIREMENTS

The Concessionaire shall comply with the general Minimum Accounting Requirements detailed in this attachment. Every sale shall be accounted for by use of computerized or electronic cash registers, pre-numbered receipts or pre-numbered tickets unless the Concessionaire has received prior written authorization from the Department to use some other method.

For the purpose of this document, any reference to a Concessionaire is also considered a reference for any visitor service provider, VSP, or Permittee.

A. Minimum Accounting Requirements Regardless of Method Used to Document Sales

1. The Concessionaire shall establish and maintain bank accounts (checking, savings, etc.) that are used solely for concession Agreement operations and are separate from any non-concession Agreement operations.

2. All checks written on the Concessionaire's checking account, whether voided or not, shall be retained.

3. Sales receipts shall always be offered to customers regardless of the amount involved. Sales receipts may be in the form of cash register slips, pre-numbered receipts or pre-numbered tickets depending on the method employed to document sales. Signs reminding customers to ask for a receipt shall be conspicuously posted, at or near, all collection stations.

4. Customer refunds shall be supported by customer signed documents. Transaction voids shall be documented and approved by the Concessionaire's Agreement Manager, or designated employee.

5. If receipts exceed \$2,000.00, they shall be deposited intact daily. If receipts do not exceed \$2,000.00 a day, they shall be deposited intact periodically, which shall be no more than a five day working period. Un-deposited receipts shall be stored in a secure manner – a safe is preferable. Validated deposit slips and bank statements supporting amounts deposited shall be retained by the Concessionaire.

6. Daily entries, to account for gross sales and sales tax collections by point of sale and/or collection station, shall be made to a ledger, an automated ledger, a journal or by an automated entry. Entries shall equal amounts deposited by period. All adjustments to gross sales, such as customer refunds, shall be recorded in the ledger or journal using a separate entry. Source documents, such as daily cash register tapes, Concessionaire's copy of pre-numbered receipts and use schedules for pre-numbered tickets, shall be retained to support recorded gross sales and sales tax collections. Adjustments to gross sales shall be supported by source documents such as customer signed receipts and cancelled checks.

7. Duties associated with handling, recording, and reconciling receipts and disbursements shall be assigned to different employees, whenever possible. Employees who handle cash or cash-like items shall be adequately supervised. Daily cash register totals should be verified, at the end of the day, by a person not having access to cash. If a person, other than the employee handling the cash or cash-like items, is not available to verify and reconcile the cash register at the end of a day, the Concessionaire shall provide in writing to the Park Manager an alternative internal control. Prior to any changes in the internal controls, the Concessionaire shall provide to the Park Manager notification of the change in writing.

8. Purchases shall always be made by check or through use of an imprest fund. The imprest fund, if used, shall always be replenished by check. Only under extremely unusual circumstances may daily receipts be used to make purchases. If daily receipts are used to make refunds or purchases, the Concessionaire shall document both the occurrence and the reason.

9. Purchases shall always be supported by vendor invoices and cancelled checks payable to either the vendor or the imprest fund. Receipts for purchases shall be maintained.

10. A custodian shall be assigned by the Concessionaire to have physical possession of the imprest fund, whenever possible. If it is not possible to assign a custodian, the Concessionaire shall provide in writing to the Park Manager an alternative internal control. Prior to any changes in the internal controls, the Concessionaire shall provide to the Park Manager notification of the change in writing.

B. Acceptable Methods of Documenting Sales and Minimum Accounting Requirements

1. Electronic Cash Registers and computerized software systems

At a minimum, the register and software shall:

- a) Have a visual display that faces customers.
- b) Produce customer's copy of sales receipt.
- c) Contain a locked-in tape and sequential numbering system for such tapes.
- d) If the Concessionaire uses a computerized software system, the system shall contain an electronic record of each daily transaction by point of sale and/or by collection station; additionally, each transaction shall be date stamped and timed; identify the cashier making the transaction, and provide sequential numbered printed receipts for each transaction.
- e) Record and accumulate sales and sales tax amounts.

Concessionaire shall:

- a) Provide daily supervision over employees using the registers.
- b) Clear or close all cash registers at the end of the day; and retain all tapes.
- c) If the Concessionaire uses a computerized software system, the system shall clean and close all transactions at the end of the day; maintain transactions electronically in the computer by date and time; and, identify the person closing the system daily.
- d) Approve all refunds and voids or delegate this duty to an employee who normally does not handle cash.

At a minimum, customer refunds shall be documented by customer signed sales slips indicating receipt of the refund; and, the document shall state the reason for the refund; identify the cashier making the refund; date stamp and time the refund, and be maintained electronically within the point of sale system. If the customer does not have his copy of the sales receipt, a pre-numbered refund receipt signed by the customer shall be issued (see minimum requirements for pre-numbered receipts).

2. Cash Register Receipts (electronic or computerized software system)

At a minimum, cash register receipts shall:

- a) Clearly state the attraction, rental or service purchased.
- b) Be designed to capture all pertinent sales data, such as: receipts for date and time, items or service purchased, amount of sale, amount of sales tax collected, total collected, and cashier's identification.

- c) Have a numbering sequence by point of sale and/or by collection station that is continuous and does not repeat itself any more often than every three years.
- d) Be issued to customers sequentially; any breaks in the numbering sequence shall be explained.

Concessionaire shall:

- a) Retain the record copy of all issued receipts and all copies of voided receipts.
- b) All receipts and copies of voided receipts shall identify the cashier making the void, and provide the reason for the void.
- c) Maintain a work sheet, or schedule, which reports the numbering sequences of receipts used and money collected by day.
- d) Provide adequate security over unused receipts, and periodically inventory these receipts; at a minimum every six months).
- e) Provide adequate supervision over employees for assurance that previously issued receipts are not resold.

At a minimum, customer refunds should be documented by the customer's signature on the original receipt. If the customer does not have the original receipt (his copy), then a refund receipt shall be issued.

3. Pre-numbered Receipts and Tickets

At a minimum, pre-numbered receipts and tickets shall:

- a) Clearly state the attraction or service purchased.
- b) Be designed to capture all pertinent sales data, such as: receipts for date, customer's name, items or service purchased, amount of sale, amount of sales tax collected, total collected and salesperson's name or initials.
- c) Be at least two copied (customer and record copy), each clearly identified.
- d) Have a numbering sequence that is continuous and does not repeat itself any more often than every three years. Numbering sequence shall be supported by vendor's invoice at a minimum.
- e) Be issued to customers sequentially; any breaks in the numbering sequence shall be explained.

Concessionaire shall:

- a) Retain the record copy of all issued receipts and all copies of voided receipts.
- b) All receipts and copies of voided receipts shall identify the cashier making the void, and provide the reason for the void.
- c) Maintain a work sheet or schedule which reports the numbering sequences of receipts/tickets used and money collected by day.
- c) Provide adequate security over unused receipts and periodically inventory these receipts (at least every six months).
- d) Provide adequate supervision over employees for assurance that previously issued tickets are not resold.

At a minimum, customer refunds should be documented by the customer's signature on the original pre-numbered receipt. If the customer does not have the original pre-numbered receipt (his copy), then a pre-numbered refund receipt shall be issued.

C. Vending Machine Sales

1. If the Concessionaire maintains and operates the vending machines, then the Concessionaire shall provide at a minimum; cash receipts removed from vending machines which

shall be reconciled, once a month, with the receipts expected from the sold or depleted inventory. As an alternative, counters could be installed on machines. Counters will identify quantities sold which can be reconciled to cash receipts. Sample reconciliation worksheets are attached hereto. Receipts from vending purchases, which include a date stamp and time, shall be maintained.

2. If the Concessionaire subcontracts vending machines, the Concessionaire shall be solely responsible for verifying the subcontractors' reports and for reporting gross sales attributable to any and all vending machine subcontracts, and for computing and for remitting the monthly fee to the Department based on the subcontractor's total gross sales.

D. Wedding, Memorial Services and Event ("Events")

1. The Concessionaire shall provide the customer a written contract for each Event it books and organizes at the Park. The contract shall be pre-numbered, dated and time stamped. The contract shall include, but is not limited to: details of booking fees requested and collected, amount of balance due and date balance is due, client name, address, phone number, date of Event, number of people expected to attend, any and all subcontractors, client requirements and any other pertinent information needed to organize the Event.

2. The Concessionaire shall adequately report and pay the Park, any Park entrance fees or Park use fees, collected for each contract. Park entrance fees and use fees shall not be waived for the Event, unless pre-approved by the Park Manager.

3. The Concessionaire shall record all contracts by date, and shall maintain records by the Event date. The records shall document any deposits, booking fees, fees charged for organizing the Event, fees in arrears, and late fees.

4. If a contract is canceled or voided, it shall be logged as canceled and any refunded amounts shall be documented.

5. The Concessionaire shall provide the Park Manager copies of all contracts that document, monthly, each Event contract booked and organized in the Park by the Concessionaire. The copies shall be submitted with the Monthly Report of Gross Sales, and shall support the subcontract and contract revenue reported on the Monthly Report of Gross Sales..

6. The Concessionaire shall provide the Park Manager with a copy of all contracts developed or modified in a month period as an attachment to the Monthly Report of Gross Sales.

7. When contracted Events are held in the Park, payments shall go through the Concessionaire's bank account that is used solely for concession Agreement operations and is separate from any non-concession Agreement operations.

E. Transfer to Electronic Format

1. The Department supports a Concessionaire's transfer of original paper documents to an electronic record-keeping system. This shall be supported if the Concessionaire uses a record-keeping system that (1) accurately reproduces the paper original records, (2) manages electronic records as a duplicate or substitute copy of the original paper records, and (3) the electronic records can be converted back into legible, readable and capable of being copied paper documents; and, can be provided upon the Department's request.

2. The Department shall have access to the electronic records, and the electronic recordkeeping system for inspection, copying and during Park Manager quarterly evaluations, Division compliance evaluations, Department audits, or compliant investigations.

3. In general, the original paper record may be disposed of any time after it has been transferred to an electronic recordkeeping system. However, the original paper record shall not be disposed of if the electronic copy would not accurately reproduce the original record.

4. If records are maintained electronically, Concessionaires shall ensure that the electronic records comply with the Agreement's record retention and access regulations, which requires the Concessionaire to retain the records for the life of the Agreement.

5. The Concessionaire shall ensure that their electronic recordkeeping system:

- a) Has reasonable controls to ensure the integrity, accuracy, authenticity, and reliability of the records kept in electronic format;
- b) Is capable of retaining, preserving, retrieving, and reproducing the electronic records;
- c) Is able to readily convert paper originals stored in electronic format back into legible and readable paper copies; and,
- d) Has adequate records management practices in place.

6. The Concessionaire shall manage, at a minimum, their electronic recordkeeping system, according to these best management practices:

- a) Labeling electronically maintained records;
- b) Providing secure storage of electronic data;
- c) Providing internal controls of the system to prevent manipulation of data and information;
- d) Creating back-up electronic file copies;
- e) Observing quality assurance for electronic recordkeeping through regular evaluations of the system; and,
- f) Retaining paper copies of records that cannot be accurately or completely transferred to the electronic recordkeeping system.

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SAMPLE FORM (for cans where no counter is used) Use a separate form for each item or group of items sold at a different price.

VENDING MACHINE ACCOUNTABILITY FORM

Concessionaire Name: _____

Report Period: _____ TO: _____

Date Taken: _____ Prepared by: _____

A.	Beginning Inventory (Cans)		_____
B.	Plus: Purchases (Cans)	+	_____
C.	Plus: Transfers In (Cans)	+	_____
	Less: Transfer Out (Cans)	-	_____
D.	Less: End of Month Inventory		
	Drink in Machines	_____ Cans	
	Drinks in Storage:	+ _____ Cans	
	Total on Hand:	= _____ Cans	- _____
E.	Accountability (Cans)	=	_____
F.	Expected Receipts (E. x \$ _____)	\$	_____
G.	Less: Reported Receipts from Machine	-\$	_____
H.	Over/(Short)	=\$	_____

- A. Beginning Inventory: Previous month's ending inventory.
- B. Purchases: Total number of cans purchased and received for resale during the month.
- C. Any vendor credits (in) or transfers (out) to other parties.
- D. Ending Inventory: The number of cans at the Concessionaire's operation on the day Inventory is taken (total on hand).
- E. Accountability: Beginning inventory plus purchases, plus transfers in, less transfers (credits) out, less ending inventory.
- F. Expected receipts: Accountability (E) multiplied by the retail price.
- G. Reported receipts: Cash receipts removed and counted from the vending machine for the month.
- H. Over/(Short): Expected receipts minus reported receipts.

SAMPLE FORM (where counter is used) Use a separate form for each item or group of items sold at a different price.

VENDING MACHINE COUNTER RECONCILIATION WORKSHEET

Concessionaire Name: _____

Ending Reading _____
 Beginning Reading - _____
 Accountability = _____
 Retail Price x\$ _____
 Expected Receipts =\$ _____
 Reported Receipts -\$ _____
 Over/(Short) =\$ _____

Date Taken: _____
 Report Period: _____ to _____
 Prepared by: _____

Ending Reading _____
 Beginning Reading - _____
 Accountability = _____
 Retail Price x\$ _____
 Expected Receipts =\$ _____
 Reported Receipts -\$ _____
 Over/(Short) =\$ _____

Date Taken: _____
 Report Period: _____ to _____
 Prepared by: _____

Ending Reading _____
 Beginning Reading - _____
 Accountability = _____
 Retail Price x\$ _____
 Expected Receipts =\$ _____
 Reported Receipts -\$ _____
 Over/(Short) =\$ _____

Date Taken: _____
 Report Period: _____ to _____
 Prepared by: _____

Ending Reading _____
 Beginning Reading - _____
 Accountability = _____
 Retail Price x\$ _____
 Expected Receipts =\$ _____
 Reported Receipts -\$ _____
 Over/(Short) =\$ _____

Date Taken: _____
 Report Period: _____ to _____
 Prepared by: _____

Ending Reading: Counter reading as of inventory
 Beginning Reading: Previous inventory period's ending counter reading
 Accountability: Difference between the beginning and ending readings
 Retail Price: Vending machine selling price
 Expected Receipts: Accountability multiplied by the retail price
 Reported Receipts: Cash receipts removed and counted from the vending machine
 Over/ (Short): Difference between the expected receipts and reported receipts

Return this form to the Park Manager.

EXHIBIT E

Monthly Report of Concessionaire's Gross Sales (Due by the 20th of each month)

Park: _____ Date: _____

Concessionaire Name: _____

Period Covered: From _____ To _____

<u>Point of Sale/Location of Cash Receipt (excluding base fee amount)</u>	<u>Gross Sales Subtotal</u>
---	-----------------------------

	\$ _____
--	----------

	\$ _____
--	----------

	\$ _____
--	----------

Subcontractor Gross Sales	\$ _____
---------------------------	----------

Subcontractor is defined in paragraph 17 of this Agreement. If there are multiple subcontractors, please include the total for all subcontractors on this line; and, list the name of each subcontractor on this form, or on an attached second sheet. If additional space is required, attach second sheet.

Compensation

Gross Sales Subtotal (from above)	\$ _____
-----------------------------------	----------

Monthly Commission: _____ % x Gross Sales Subtotal	\$ _____
--	----------

Monthly Base Fee Amount: \$ _____	\$ _____
-----------------------------------	----------

Subtotal:	\$ _____
-----------	----------

Use Tax: _____% of Monthly Commission, plus Monthly Base Fee	\$ _____
--	----------

Other Payments (identify) _____	\$ _____
---------------------------------	----------

Total Payable	\$ _____
---------------	----------

Use Tax Exemptions	\$ _____
--------------------	----------

Capital Improvement Account

Monthly Deposit Amount: <u>2</u> % x Gross Sales Subtotal	\$ _____
---	----------

Total Deposits, Year to Date:	\$ _____
-------------------------------	----------

Total Disbursements, Year to Date:	\$ _____
------------------------------------	----------

Current Balance:	\$ _____
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CERTIFICATION: I certify that this monthly gross sales statement is true and correct and is based upon actual gross receipts for the period covered and recorded in the accounting records available for review/audit by the Department.

Signature of Concessionaire

Date

Signature of Accountant

Date

Accountant Name

Return this form to the Park Manager.

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EXHIBIT F
 Profit and Loss Statement for _____ (year)
 (due April 30 of the following year)

Concessionaire : _____ Park: _____

Services	Gross Sales	Less Commissions Paid	Less Cost of Goods Sold	Less Operating Expenses	Less Taxes	Net Profit/ (Loss)
1.	_____	_____	_____	_____	_____	_____
Comments:						
2.	_____	_____	_____	_____	_____	_____
Comments:						
3.	_____	_____	_____	_____	_____	_____
Comments:						
4.	_____	_____	_____	_____	_____	_____
Comments:						

Add a second page, as needed, to provide an inclusive list of services, including revenue from subcontractors.

5. Totals: _____

Prepared by: _____
 Capacity: _____
 Date submitted: _____

CERTIFICATION: I certify that this annual profit and loss statement is true and correct and is based upon actual gross receipts for the period covered and recorded in the accounting records available for review/audit by the Department.

Signature of Concessionaire : _____ Date: _____

Return the form to the Park Manager.

EXHIBIT G

Agreed-Upon Procedures For a Certified Public Accountant			
Review of Florida State Park Contracted Visitor Services			
Item No.	Procedures	Done By	Date
I.	<p>OVERALL OBJECTIVES AND TIME PERIOD</p> <p><u>Objective:</u> To determine the accuracy of the gross sales reported to the Department of Environmental Protection (DEP) for the audit period and compliance with the Minimum Accounting Requirements included in the contract. The audit time period is the calendar year.</p> <p><u>Reports are due to the Park Manager no later than the date indicated in the Minimum Accounting Requirements paragraph found in the Agreement.</u></p> <p>Required records for review:</p> <ol style="list-style-type: none"> 1. Visitor Services contract 2. Monthly Reports of Gross Sales 3. Cash register tapes (select a sample of several days to form an opinion) 4. Cash receipts or sales journals 5. Bank statements, including validated deposit slips 6. General ledger 7. Sales tax forms (DR-15) 8. Quarterly Park Manager evaluation reports. 9. Other financial records, including expenditure documentation, if records listed above are not available or are not adequate to form an opinion on the accuracy of reported gross sales. 		
II.	<p><u>OBJECTIVE:</u> To determine if gross sales have been properly reported and commission fees properly remitted to DEP. In addition, determine compliance with the Minimum Accounting Requirements.</p> <p>A. Review source documents to determine if the contractor provided a Monthly Statement of Gross Sales to DEP in the format established in Exhibit E of the contract by the 20th of the following month.</p> <ol style="list-style-type: none"> 1. If payments were late, the late payments shall result in the assessed amount of ten dollars (\$10.00) for each day the payment is late. <p>B. Has the contractor based the Monthly Statement of Gross Sales on source documents and books of original entry?</p>		

Item No. (cont.)	Procedures	Done By	Date
	<ol style="list-style-type: none"> 1. Obtain and examine daily cash journals, general ledger, and bank statements which reflect gross sales reported by the contractor. 2. Schedule this information on a spreadsheet. Note any differences. 3. Create a spreadsheet of point-of-sales documentation (daily cash register tapes or receipts) for sales. Search for revenues that may not have been reported to the DEP. 4. Compare point-of-sales (typically cash register tapes) with sales amounts reported in the cash journal. Depending on the volume of transactions, pick a judgmental sample of days for detailed testing. Test until an opinion is formed regarding the accuracy of the cash journal based on daily sales receipts. 5. Evaluate rental transactions to ensure there is adequate documentation to support use of equipment. 6. Evaluate vending sales to ensure there is adequate documentation to support receipts. (Use of counters, comparisons of vending purchases to sales, etc.) <p>C. Determine whether a subcontractor operated during the review period. If so:</p> <ol style="list-style-type: none"> 1. Determine if the contractor included gross sales from the subcontract operation in the gross sales reported on the Monthly Statement of Gross Sales. 2. Create a spreadsheet of point-of-sale documentation (daily cash register tapes or receipts) for subcontractor sales. 3. Compare subcontractor point-of-sales source documentation with monthly sales reports to DEP to determine the accuracy of subcontractor sales. <p>D. Determine whether contractor paid the monthly visitor service fees equal to the established percentage of gross sales for all operations of the Concessionaire .</p> <ol style="list-style-type: none"> 1. Compare amounts reported on the Monthly Reports of Gross Sales to amounts obtained from source documents and scheduled in step II-B above. Note differences. <p>E. Does the gross sales reported to the Department on monthly reports agree with gross sales listed in other reports?</p> <ol style="list-style-type: none"> 1. Use spreadsheet of gross sales figures obtained from the Monthly Gross Sales reports. Compared to amounts reported on quarterly evaluation reports, Profit and Loss Statements, and DR-15 forms. Analyze the DR-15 gross sales forms and evaluate whether the reported amount is equal to gross sales reported to the Department. 		

Item No. (cont.)	Procedures	Done By	Date
	<p>F. Evaluate internal control for cash handling and accounting. Prepare a conclusion on the adequacy of internal controls and any deficiencies noted.</p> <ol style="list-style-type: none"> 1. Are sales receipts offered to customers regardless of the amount? 2. Are signs posted reminding customers to ask for a receipt? 3. Is a bank account maintained for the sole purpose of visitor service operations? 4. Are bank deposits made in compliance with chapter 10, paragraph 1.2 of the Operations Procedures Manual? <ol style="list-style-type: none"> a. If receipts exceed \$2000, are they deposited intact daily? 5. Are customer refunds supported by customer signed documents? 6. Are duties associated with handling, recording, and reconciling receipts and disbursements assigned to different employees whenever possible? 7. Are cash boxes secured? 8. Determine whether the cash register and other methods of revenue collection account for all items available for sale. Is there a register category for all items? <p>G. Summarize findings and prepare calculations of fees owed to DEP if gross sales were under reported. Prepare a report that includes a conclusion on the accuracy of gross sales reported to DEP, compliance with the Minimum Accounting Requirements, and a summary of monthly gross sales based on this review.</p>		

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