

Question Number	Document	Page Number	Section Number	Questions & Answers for RFP	Answer
1	Attachment C.	2		Would our workers for Vendor Space #4 & Catering be considered Food Services Workers or something else? What determines the classification?	Applicability of the SCA to worker classifications and exemptions can be answered through DOL guidance found: https://www.dol.gov/agencies/whd/government-contracts/service-contracts
2	Attachment C.	5 & 6		Does health + welfare pay need to be added to minimum rate for food services wage? Do we fall under the EO that requires sick leave/health + welfare addition/holidays paid? EO 13706 and EO 13658	Yes, the Health & Welfare rate must be added on top of the hourly wage, and both EO 13706 and EO 13658 apply.
3	Attachment C.	5 & 6		Are benefits for full-time employees only? What is considered full time 32 or 40 hours?	SCA Compliance Principles
4	Attachment A		Article III, 3.1	What is the latest version of KNPR + food operator requirements? What is a safety +	NASA Occupational Health Program Procedures (NPR 1800.1E)
					KSC NASA Procedural Requirements – Sanitation and Public Health (KNPR 1870.1, v.D)
					A food safety and defense plan lay outs protocols for how food will be purchased, received, handled, stored, prepared and served during your routine operations as well as during time where service may be disrupted due to emergencies, accidents, and/or natural or man-made disasters.
5	Attachment A		Article III, 3.3	Can you explain the parameters of a Safety + Occupational Health Program? What examples of A/B and C/D mishaps?	Your Safety & Occupational Health Program must meet all OSHA, NASA, KSC, federal, state, and local safety requirements. It must include: •Workplace safety practices •Hazard reporting •Required inspections •Employee safety training •Job hazard analyses •Annual safety assessments submitted to the Exchange •Procedures for correcting safety issues More info on A/B and C/D mishaps are included here: NPR 8621.1D For Mishap & Close Call Reporting, Investigating, & Recordkeeping
6	Attachment A		Article IV, 5.1-E	What is Anti-Kickback Act?	This is a federal law (41 U.S.C. §§ 8701–8707) prohibiting: Providing or accepting kickbacks, bribes, or gifts Any payment intended to improperly influence a government-related contract or subcontract
7	General Question			Are you able to provide dimensions of vendor space #4 in CCHQ?	Layout including dimensions are attached.
8	General Question			Which building is the catering kitchen and what are the schematics/dimensions? Is it CPK? Are there 2 locations?	Yes, there are two catering kitchens including the CPK & OSB2.
9	General Question			How are the sodas being handled between vendors + NASA Exchange at CCHQ?	The process for handling soda service is still being finalized. At this time, the Exchange anticipates holding a direct contract with a soda provider, and each concessionaire would pay a set cost-per-cup back to the Exchange. The Exchange will not be profiting from soda sales and concessionaires would simply cover the Exchange's cost.
10	General Question			Is there a list of approved vendors that are badged + allowed to provide services? Ex: food/equipment/maintenance/Wi-Fi	The Exchange does not restrict our food service concessionaires to a specific list of vendors. We work directly with each concessionaire and their preferred vendors to facilitate badging and access to the Center
11	General Question			What is the approval process for menus/pricing/special changes with public health? Is this done via email and what is the turnaround time?	KSC Public Health needs the initial menu and any future menu changes. Email is preferred, but we are always available for in-person or Teams conversations. Response times are quick...usually 7–10 business days.
12	General Question			Are we able to see a sample catering menu from the current contract to gauge a better understating of needs/ wants and pricing?	At this time we are not providing the current contract's catering menu. Please base your proposal on the requirements in the solicitation and your recommended menu and pricing approach.
13	Attachment A	9	5.1	Beyond cosmetic improvements, what facility development or build-out will individual vendors be responsible for? For example, will vendors be expected to provide or fund plumbing, electrical work, counters, cabinetry, sinks, or other permanent infrastructure?	New concessionaires will be given the space as is. Any modifications requested by Concessionaire must be fully paid for by the concessionaire, comply with all laws and codes, and receive Exchange and PHO approval before work begins.

14	Attachment A	2	1.1	What coffee-related equipment, if any, will be provided as part of the permanent space? Specifically, will any equipment currently being used by vendors who are not continuing under the new contract remain available for use or be acquired for the new coffee operation?	No coffee related equipment will be provided.
	Attachment A	4	2.4	Will there be a minimum staffing requirement for each vendor, or will staffing levels be left to the vendor based on customer volume and the ability to maintain appropriate service levels?	Staffing levels will be up to the concessionaire.
15	General Question			What is the anticipated timeline for notifying vendors whether their proposals have been accepted or declined?	Planning to inform potential concessionaire by the end of October 2026.
16	General Question			At either Food Court, will the coffee concept be the primary or exclusive breakfast provider within the current space? If the space will be shared, what kitchen, preparation, storage, or service equipment will be available for shared use?	No, the Exchange is anticipating to have more than one concessionaire to provide breakfast at each location. Each coffee concept will have their own perm space.
17	Attachment A	5	2.6	The website indicates that the monthly percentage or concession fee may be negotiable. What is the process for requesting or proposing a different percentage, and what factors will be considered when evaluating such a request?	Concessionaires will need to submit their proposals including the desired commission percentage.
18	Attachment A	9	5.1	Should vendors anticipate any construction, renovation, or transition downtime between the expiration of the current contract and the commencement of the new agreement? If so, is there an estimated period during which any of the vending locations would be unable to operate?	There will be a transition time between concessionaires. A solid timeline will be finalized once concessionaires are selected.
19	Attachment A	2	2.1	For a current vendor that does not operate an outside brick-and-mortar location and is presently operating under the authority of the existing food and beverage concessionaire, would it be acceptable to obtain the applicable DBPR license after being selected for a permanent space?	KSC Public Health has requested for the DBPR process to be started.
20	Attachment C.			For employees working in positions that customarily receive gratuities, are there any exceptions or alternative provisions applicable to the minimum hourly compensation rate stated in the solicitation or contract? Or is the stated base hourly rate mandatory regardless of tips received by the employee?	For specific SCA wage questions, call the Department of Labor Hotline Wage Division at 1-866-487-9243.
21	Attachment A	2	2.2	Is acceptance of cash payments mandatory for vendors, or may a vendor operate as a cashless location using card and other electronic payment methods only? Maintaining cash service can require additional labor cost and increased security and loss exposure. If cash acceptance is required, can it be exact change only?	Yes, concessionaires must accept cash.
22	General Question			Are vendors permitted to incorporate automated food or beverage preparation technology into their operations, including automated or robotic barista systems, or automated espresso/coffee machines where appropriate?	All equipment must be approved for use on center by KSC Public Health, Fire, and Safety. Once the equipment has been approved, the Exchange has no issue with its use.
23	Attachment C.			Are there any options to structure the food service agreements so we do not have to follow these requirements?	SCA is applicable to all agreements greater than \$2500 in value entered into with the Government for food services.
24	Attachment C.			\$16.90 per hour - Are we able to use tips to get this wage? According to my research on the DOL executive order 13658, the answer is yes. "Tips count toward the required wage under Executive Order 13658 through a tip credit, meaning employers can pay a lower direct cash wage as long as the cash wage plus actual tips equal the full federal contractor minimum wage" Please confirm	Applicability of the SCA to worker classifications and exemptions can be answered through DOL guidance found: https://www.dol.gov/agencies/whd/government-contracts/service-contracts For specific SCA wage questions, call the Department of Labor Hotline Wage Division at 1-866-487-9243.
25	Attachment C.			I do not see any language on our salaried manager position requirements. Please advise +E31:F57	Applicability of the SCA to worker classifications and exemptions can be answered through DOL guidance found: https://www.dol.gov/agencies/whd/government-contracts/service-contracts
26	Attachment C.			Health and Welfare - States \$5.42 per hour to the employee for health and welfare. Does this not apply if we offer healthcare benefits? If the employee refuses the benefit package, do we still have to pay the \$5.42 wage per hour?	SCA guidance and regulation for health and welfare benefits required under SCA can be found here: https://www.dol.gov/agencies/whd/government-contracts/service-contracts
27	Attachment C.			Will pop ups and food trucks still be an option for food? If so, are they held to these same requirements? It would be an unfair advantage as these requirements would result in higher prices, which they would be able to avoid.	This RFP is for the operations of the designated food service and catering opportunities listed in Section 2. Decisions regarding supplemental food options or special events are managed separately by the NASA Exchange in accordance with center operational requirements and applicable safety and health standards.

28	Attachment C.			Are there set job descriptions for each wage code?	SCA worker classifications can be found on DOL's website: https://www.dol.gov/agencies/whd/government-contracts/service-contracts
29	Attachment C.			Sick pay & vacation time - are they paid out end of year or do they roll over? Is that our choice to set?	SCA requirements regarding sick pay and vacation time can be found here: https://www.dol.gov/agencies/whd/government-contracts/service-contracts
30	Attachment C.			Health & welfare rate \$5.92 or \$5.42? There are two option listed depending on which EO we classify as.	SCA worker classifications can be found on DOL's website: https://www.dol.gov/agencies/whd/government-contracts/service-contracts
31	Attachment C.			Vacation, sick pay, holidays - are employees paid out # of hour possible to work? Ex: if we are only operational for 5 hrs per day, do we pay 5 hrs for pto?	SCA requirements regarding sick pay and vacation time can be found here: https://www.dol.gov/agencies/whd/government-contracts/service-contracts
32	Attachment C.			How does part-time employee pto work? Is vacation based on average amount of hours worked - or does it remain the full-time pto regardless?	SCA requirements regarding sick pay and vacation time can be found here: https://www.dol.gov/agencies/whd/government-contracts/service-contracts
33	Attachment C.			Are there minimum hour requirements per employee, specifically for catering?	There are no minimum hour requirements for employees.
34	General Question			If there is a gov. shutdown or equivalent, are we responsible for paying out our staff? Any reimbursements?	The Exchange does not reimburse concessionaires during a government furlough. If operations continue during a shutdown, the concessionaire is fully responsible for all employee wages.
35	General Question			Ice machine going to continually be maintained by exchange?	Yes, ice machine will be maintained by Exchange. However, the concessionaires will be expected to keep the machines cleaned.
36	General Question			Would every daily special require the 7-10 day approval window? Even if utilizing already approved ingredients?	KSC Public Health is not looking to scrutinize concessionaires this closely unless are specific reasons or concern that warranted it. It would depend on the complexity of the item and ingredients involved.
37	General Question			What does the catering contract include? What locations are bound to using the contract? Are there any exchanges locations that have grab&go options in their catering cooler? Would that be assigned to 1 of the contracted caterers or shared by all?	Events held in NASA buildings are to use the approved catering concessionaires. The Exchange does have 5 retail stores that currently sell grab & go options. The Exchange will need to better understand the interest from catering concessionaires to make a decision on grab & goes.
38	General Question			Will catering kitchen equipment be provided and maintained by exchange since the kitchens are joint spaces with multiple companies utilizing?	Yes, the catering kitchen equipment will be maintained by the Exchange.
39	General Question			If you cannot provide ballpark sales numbers - are you instead able to provide a headcount/traffic flow rate we could use for budgeting purposes? Both in concession units & catering?	We are able to provide a monthly average ticket count (3 months) for each food court location as a whole. MFF has 13,480 tickets, and CCHQ has 12,501 tickets.
40	General Question			What do holiday closures look like for general traffic flow? 2 weeks between Christmas/NY do we close or have to stay open? If staying open, is there business?	Concessionaire is not required to open Federal Holidays. Traditionally the week between Christmas and New Years is slow and some of the concessionaires choose to close.
41	General Question			Are there other holidays with extended time off/significant decrease in traffic flow?	Traditionally the week between Christmas and New Years is slow and some of the concessionaires choose to close.
42	Attachment A	10	6.1	Do the 3 1-year extensions mean we are subject to new contract terms and wage determinations each time to extend? Can we renegotiate extension options at that time as well?	Option periods extend the existing agreement under baseline terms, though concessionaires must adjust pay to meet updated SCA wage minimums. Commission rates remain negotiable with Exchange approval.
43	Attachment A	10	6.2	Should we wish to terminate, we see the 90 day written notice required however do we pay out the exchange only through those 90 days? Or through to the end of the 2-year contract? If based on the 2 years, what is this based on? The average sales from previous months?	No, concessionaire will only pay through the 90 days and not through the two year time period.
44	General Question			Does the catering contract limit our other business? Will there be any 'conflicts of interest' if we have business with other space/non-space companies whether on/off NASA property? Ex: Can we still cater to ULA or Boeing in non-NASA buildings and take our standard weddings/showers non-space events?	No, the Exchange will not limit concessionaires other businesses off center. Concessionaires are able to serve other businesses and other events. No limits. However, concessionaire is only permitted to use KSC's kitchens for KSC related caterings.
45	General Question			Can we use the catering kitchen for off base events with related companies? Ex. The exchange's Artemis event at the Visitor's center Education building. Or Boeing's offices off US1	Yes, KSC related caterings can be preformed out of catering kitchens.
46	General Question			Are there any remodel plans that would effect business for the HQ building or catering kitchens?	At this time, the Exchange is not aware of any remodel plans for CCHQ or the catering kitchens, other than the initial transition of food concessionaires
47	Attachment A	7 & 8	10	We operate from our own licensed and insured commercial kitchen; all food will be prepared/cooked offsite and transported to KSC for delivery, setup and service as requested. We are not seeking permanent KSC food-service space and will perform no onsite preparation or cooking. For this model, please confirm which Section 10 proposal requirements apply and whether requirements specific to permanent onsite operations (daily breakfast/lunch operations, permanent POS, value-priced daily meal offerings, assigned-space design/layout, and KSC kitchen/equipment layouts) may be marked 'Not Applicable - Catering Only Concessionaire'.	Yes, that is correct.

48	Attachment A	8	10 b.iv. (4)	For a Catering Only Concessionaire preparing and cooking all food at its existing licensed offsite commercial kitchen, should the required HACCP/Food Safety Plan and kitchen operation flow sheet describe the vendor's existing commercial kitchen and the complete process from preparation and packaging through transportation, delivery, holding, setup, service and cleanup at KSC?	NASA employs a comprehensive food safety management system, and a breakdown at any point in the food handling process including transportation, delivery, holding, setup, or service could contribute to a foodborne illness outbreak. Therefore, Public Health needs to understand and evaluate the concessionaires' complete food safety process, from preparation and packaging at its licensed offsite commercial kitchen through transportation, delivery, holding, setup, service, and cleanup at KSC. Once the process has been adequately documented, validated, and verified as safe and compliant with applicable food safety requirements, NASA can consider whether alternative approaches may be appropriate.
49	Attachment B	10	3.8	Please clarify what NASA expects in the Phase-In Plan for a Catering Only Concessionaire that will not occupy or operate a permanent KSC food-service location and will prepare all food at its existing offsite commercial kitchen.	A catering only concessionaire must submit a Phase-In Plan showing: (1) food safety compliance (HACCP, FDA Food Code), (2) all required licenses and permits for the offsite kitchen, (3) safety and environmental procedures, (4) proper insurance coverage, and (5) trained staff and completed badging to be ready to operate.
50	Attachment B	10	3.7	Please confirm whether the \$3,000,000 Comprehensive Motor Vehicle Liability combined single limit requirement applies to a Catering Only Concessionaire whose vehicles are used solely to transport and deliver catered food, equipment and staff to KSC events.	Yes, the \$3,000,000 Comprehensive Motor Vehicle Liability requirement applies to any operating commercial delivery or transport vehicles on KSC property, including catering operations
51	Attachment C.	6	8	For a Catering Only Concessionaire operating from an existing offsite commercial kitchen, please clarify how the Service Contract Act wage determination in Attachment C applies to employees supporting KSC catering orders, including employees performing food preparation at the offsite kitchen and employees performing delivery, setup, service and cleanup at KSC.	NASA employs a comprehensive food safety standards because any breakdown in the transportation, holding, or service chain can result in foodborne illness outbreaks. We require a complete understanding of how the concessionaire intends to manage food safety. Once Public Health validates and verifies that the concessionaire's process is safe at every stage, its possible to discuss alternative approaches or modifications to their procedures.
52	General Question			Is it possible to do caterings without having a concession and if not what is the estimated volume of concession and catering opportunities.	SCA is applicable to all agreements greater than \$2500 in value entered into with the Government for food services.
53	Attachment B	12	Sections 2.4	If the Government-furnished equipment does not fully support the proposed customization and production model, may the concessionaire install supplemental equipment subject to Exchange, Public Health, and applicable facility approvals?	Yes, equipment can be installed with the appropriate KSC approvals.
54	RFP	6	RFP Section 2/PWS Sections 1.2	Can the Exchange provide available historical transaction or customer-volume information for this specific location to assist offerors in developing realistic staffing, production, inventory, and service-capacity assumptions?	Monthly average ticket count (3 months) for each food court location as a whole. MFF has 13,480 tickets, and CCHQ has 12,501 tickets.
55	Attachment B	15	Section 2.8	How will catering opportunities be allocated between the individual food-service concessionaires and the multiple designated catering vendors referenced in the RFP? Specifically, will catering requests be assigned by the Exchange, competed among approved vendors, or managed through another centralized process?	The Exchange will have the customers select from the approved catering concessionaires for their event
56	General Question			Who else will be authorized to sell food within the same facility, food court, nearby KSC locations, mobile units, vending, catering operations, or special events? Will NASA/Exchange introduce additional food operators that directly compete with my concept?	There are multiple concession spaces within each food court CCHQ has 4 spaces, MFF has 4 spaces, O&C has 2 spaces alongside catering operations, food trucks , pop-up providers. The Exchange reserves the right to add, remove, or reassign concession locations and concepts based on center operational requirements and population needs.
57	General Question			How does Exchange calculate the "average price" of complete meal offering? Would the 15% reduction be before or after tax? Does the Exchange approve the value-meal pricing? What is an average price being used by existing concessionaire's?	It would be the average of the menu meal options pre tax amount. This is a new requirement with the new agreement.
58	General Question			What point of sale system is being used by existing concessionaire's	All current concessionaires have their own provided POS. Toast, Square and Clover are a few being used.
59	General Question			Is catering mandatory for primary food concessionaire? Do you know the volume of catering is historically generated?	The Exchange would like each concessionaire to offer catering services; however, catering capability is not a mandatory requirement.
60	General Question			How long does employee badging typically take? Can temporary employees be badged? What happens when I urgently need to replace an employee? Can a permanent resident (green card holder) be badged?	Perm badging can take anywhere from 2-6wks. Yes, temp badges can be granted for up to 29 days. Temp badges can be granted quickly if needed. Employees must be U.S. citizens or lawful permanent residents whose clearance is approved by KSC Security.
61	General Question			Would a pre-approved parameter be established for price adjustments? Is this what is meant in regards individual approvals.	All menu and pricing changes require submission to the Exchange and KSC Public Health.
62	General Question			What exactly counts as gross receipts? Sales tax , refunds , voids, discounts, gift cards, credit-card fees, employee meals, promotional comps?	Gross receipts include all revenue from on-site food and beverage sales and catering excluding all taxes

63	General Question			Would we be able to obtain a KSC concessionaire safety handbook/checklist before submitting a proposal?	There is not a standalone safety handbook/checklist for concessionaires. Offerors should base their safety approach on standard industry practices, the latest FDA Food Code, and the requirements detailed in Attachment B (Performance Work Statement).
64	General Question			What has the volume of sales been in the last 12 to 24 months? (in regard to existing concessioners) gross sales, transactions, average ticket, monthly sales, peak/slow periods, catering sales	Monthly average ticket count (3 months) for each food court location as a whole. MFF has 13,480 tickets, and CCHQ has 12,501 tickets.
65	General Question			Who are the competitors? How many vendors are there in place? How many are allowed?	Refer to the RFP Section 2 To see what spots are available. The Exchange is not able to provide specifics.
66	General Question			Who pays for major repairs to NASA-owned equipment if its due to wear and tear?	The Concessionaire is responsible for routine cleaning, basic upkeep, preventive maintenance, and minor repairs of all equipment and fixtures located in their space. Existing equipment is provided on an "as-is" basis. Please see Article V of Attachment A.
67	General Question			Which permits/licenses are specifically required for this location?	Please see Article II of Attachment A.
68	General Question			What type of insurance is required?	Please see Article IV of Attachment A.
69	General Question			Why are these spaces available? What happened to the vendors that occupied them? Did they leave or were they under released if so for what reason?	Refer to the RFP Section 2. The current Concession Agreement expires on December 31, 2026.
70	General Question			If we are responsible for the staffing, why do we need to follow your guidelines?	KSC is a secure federal spaceport. Concessionaire staff work within controlled federal property, necessitating adherence to federal safety protocols, labor standards, security background checks, and public health directives
71	General Question			What is the food served in paper goods, baskets etc.?	Paper goods.
72	General Question			What are the main dining locations considered that attract the largest group of people?	CCHQ and MFF
73	General Question			What days are you closed for Christmas, new years and thanksgiving? And what volume of sales has been reported during those times?	The Exchange allows each concessionaire to decide whether to operate on holidays. Center traffic is generally slower during these times. Some concessionaires choose to stay open on certain holidays. Christmas Day and New Year's Day everyone is closed. Majority close operations during the week between Christmas and New Year's.
74	RFP	6	7	Please confirm if the 10% commission applies to catering revenue as well as fixed-location sales.	The standard commission has been reduced from 10% to 5% of monthly gross. Catering is included.
75	General Question	8	4.1, e	Please clarify if proof of the full \$3M auto liability limit is required with the proposal or may be provided after award.	This may be provided at award of agreement.
76	RFP	3	e	Are you able to provide KFSP's operational performance standards document or site hyperlink and the Hazard Analysis Critical Control Point (HACCP) principles and/or forms you expect? This is to make sure we are looking at the same version.	Performance standards are established in Attachment B (Performance Work Statement). There is no specific NASA HACCP form required; offerors should submit their company's standard HACCP/Food Safety plan aligned with the latest FDA Food Code and the requirements outlined in Section 10(b)(iv)(4) of the RFP.
77	RFP	6		Do you have a phase-in start date ahead of the January 1, 2027 commencement? We ask to understand how much time we would have to prepare the location and train staff, before starting to serve customers.	The Exchange plans to work with each concessionaire to develop transition planning prior to the official operational start date of January 1, 2027. This process will start immediately after award. However, any on site renovations or training will have to start January 1, 2027.
79	RFP	6	6	Do you have an anticipated estimated award date?	Planning for late October 2026
80	RFP	6	10	Do you have a proposal page limit, email attachment-size limit, and preferred file structure (i.e., PDF)?	PDF will work. There are no page limits.
81	RFP	7	b. ii and iii	Are you able to provide 3 months or more of transaction/ticket count, and average sales ticket amount, by hour, by location and specific site per location to support our staffing analysis, inventory estimate, operating plan, and financial assumptions?	Monthly average ticket count (3 months) for each food court location as a whole. MFF has 13,480 tickets, and CCHQ has 12,501 tickets.
82	RFP	4	Sec. 3. (p)	Are you able to provide KFSP's time period expectations for advance notice on menu and pricing changes, promotions, operational changes and other food program activities?	Public Health requests 7–10 business days usually. Sometimes fewer.
83	RFP. or PWS, Pg4, item 1.5	8	11, D	Are you able to provide a list of which equipment is dedicated to which space? The currently provided attachment only list the equipment list by site (i.e., MMF, O&C, CCHQ, etc.). If we have the list by available space at each site, we are able to predict our start-up cost and time more accurately.	Majority of the equipment located at MFF is currently is spot #2. At CCHQ the equipment is either in spot #2 or #3. Dish machine and ice machine are shared

84	RFP	5	a & b	Is there an existing conflict resolution plan or protocols for shared spaces, such as walk-in cooler and freezer, to address any deviation events such as inventory discrepancies, sanitation violations and resolution?	There is no formal protocol.
85	RFP	7	iv. 1	Can you list the specific business licenses you are expecting? (i.e., SunBiz Incorporation or anything else)	Copies of current business licenses (SunBiz), food service licenses (DBPR), manager/staff certifications, and proof of insurance must be submitted in the proposal package
86	RFP	7	iv. 1	Our food service licenses are by location, hence we would not have one in advance for KSC until after award, are you expecting a different type of Food License, if yes, please specify?	You are able to submit your current licenses.
87	General Question	CPK Site		Can you confirm that the CPK facility be used for extra storage, and preparation if needed?	Yes, the CPK can used for extra storage and preparation when coordinated with Exchange.
88	General Question	CPK Site		Will the existing equipment in the kitchen and storage area (i.e., serving equipment) remain? If yes, can some of it be used on loan? If yes, what is the process to request the loan of the aforementioned?	Yes, Attachment D includes equipment that will be available to be used by concessionaires. Equipment is provided "as is".
89	General Question	O&C Site		During the visit it was mentioned that this site would include a Walk-in cooler and freezer and an ice-machine that would all be shared. What other equipment, if any, will be provided for this site (i.e., fryer)?	Yes, Attachment D includes equipment that will be available to be used by concessionaires. Equipment is provided "as is".
90	General Question	Any Site		Could we host live music for special events? If yes, what is the process to request something like this?	Yes, you will need to coordinate with the Exchange.
91	General Question	Any Site		We are currently part of the food-truck program, if we get awarded one of the sites, can we still keep our food-truck program participation?	Yes.
92	General Question			Will Kennedy Space Center consider awarding all foodservice and catering business to one vendor, with exclusive operational control of the awarded spaces and no required shared-kitchen arrangement?	While the RFP is structured to result in multiple concession awards across the various locations and categories, the Exchange reserves the right to evaluate all submitted proposals and make awards in a manner that provides the best overall value to KSC personnel and the Exchange
93	General Question			What are the operating expectations for launch days?	On launch days, mission surges, and major center operations, concessionaires are expected to provide flexible, enhanced operational support as directed by the Exchange. This may include adjusting operation hours, increasing staff, ensuring inventory, and supporting after hours caterings.
94	General Question			Are any of the current vendors required to remain?	None of the current concessionaires are required to stay.
95	General Question			Who is responsible for design, equipment, small wares, technology, and vendor investment in the shell spaces?	The concessionaire is responsible.
96	General Question			Does Kennedy Space Center own the existing kitchen and catering equipment?	The Exchange owns the equipment listed in Attachment D.
97	General Question			Is catering provided by a different vendor than your current breakfast and lunch vendor?	Catering will be provided by permanent concessionaires as well as the additional approved Catering concessionaires.
98	General Question			What incentives are offered to employees to dine on-site?	No incentives are offered in employees to dine on-site. However, KSC is a great distance away from outside dinning and is not realistic to go offsite for lunch daily.
99	General Question			What is the complete cleaning and facility-responsibility split between the foodservice vendor and facilities team?	Existing equipment is furnished strictly "as-is with no warranty; Concessionaire uses at its own risk. Janitorial services, includes: • Weekday restroom cleaning • Weekday dust mop, vacuum, damp mop, and trash disposal of dining and serving areas • Weekly entryway glass cleaning • Quarterly low dusting, waxing floors and shampooing carpet including entry rugs • Annual high dusting • Window cleaning every two years
100	General Question			Please provide historical catering data, including annual catering sales, number of events, average event size or guest count, and average spend per event for the past 12 months. If available, please also provide a breakdown by event type, including launches, meetings, VIP events, celebrations, and special functions.	There have been eight known larger catering events this year, primarily supporting major launches and special functions. The actual number is higher, as permanent vendors and tenants also provide or arrange catering independently, making it difficult for the Exchange to track all events and sales accurately. Additional large catering events typically occur throughout the year, along with smaller meetings, celebrations, VIP events, and other functions.
101	General Question			Please identify the contract holder for each current vendor or concept, including the role of JW Holdings, and provide each contract expiration date and anticipated transition or removal timing.	The current concession agreement come to an end December 31, 2026. There is currently Sonny's BBQ, two Subways, Olea Mediterranean Grill, Taco City, and Mima's Coffee & Tea.
102	General Question			Please provide historical sales and transaction data by daypart, building, outlet, and venue, including participation, average check, and any available profitability or operating-performance information.	Monthly average ticket count (3 months) for each food court location as a whole. MFF has 13,480 tickets, and CCHQ has 12,501 tickets.

103	General Question			Please provide the employee, contractor, and partner population by building, along with work-schedule patterns, on-site attendance, participation, and demand by day of week and time of year.	The Exchange at KSC serves approximately 14,000 KSC employees, contractors, and partners, plus employees at Cape Canaveral Space Force Station
104	General Question			Please confirm the required operating days and hours for each location, including any Saturday or Sunday operations, and provide historical demand by location and daypart.	Operating hours included in the RFP: Breakfast & lunch vendors: 7:00 a.m.–2:00 p.m. Lunch-only vendors: 10:30 a.m.–2:00 p.m. Changes to operating hours require Exchange approval. One of the current concessionaires does operate for half a day on Saturdays.
105	General Question			If one vendor is awarded the full operation, may that vendor implement an integrated point-of-sale platform, kiosks, mobile ordering, and a single transaction across multiple concepts?	The RFP explicitly encourages customer-focused innovations such as online ordering, mobile payment options, and grab-and-go technology across food concepts
106	General Question			Please identify which vendors currently provide catering at each location and clarify whether catering kitchens and equipment are dedicated, shared, or subject to exclusive-use requirements.	All of our current vendor locations offer catering.
107	General Question			For shared coolers, freezers, storage, kitchens, and catering spaces, what access controls, security measures, and accountability standards will apply to inventory, food safety, and potential tampering?	Concessionaires are required to develop and implement a formal FDA-compliant Food Safety Program (HACCP) and a Food Safety & Defense Plan covering purchasing, receiving, storage, preparation, service, and emergency procedures. Concessionaires must coordinate directly with other concessionaires and the Exchange for shared storage and cooler/freezer access.
108	General Question			Before transition, will Kennedy Space Center fund or complete a professional deep cleaning and the repair or replacement of rusted, damaged, or unsuitable equipment, including any walk-in coolers requiring replacement?	Existing equipment is furnished strictly “as-is with no warranty; Concessionaire uses at its own risk. Janitorial services, includes: • Weekday restroom cleaning • Weekday dust mop, vacuum, damp mop, and trash disposal of dining and serving areas • Weekly entryway glass cleaning • Quarterly low dusting, waxing floors and shampooing carpet including entry rugs • Annual high dusting • Window cleaning every two years
109	General Question			Please clarify responsibility and required frequency for grease-trap service, hood cleaning, floor deep cleaning, cleaning above six feet, pest control, and other specialized sanitation services.	See 1.1 of the Concession Agreement
110	General Question			Which food-safety, sanitation, inspection, military, FDA, and other compliance standards will govern the operation, and who is responsible for correcting existing conditions before commencement?	See Article III. of the Concession Agreement
111	General Question			Please confirm the 10% commission on gross sales and identify any additional commissions, fees, rents, utility charges, or other required payments applicable to foodservice and catering vendors.	Pay to the Exchange a monthly commission fee based upon 5% of the total monthly gross receipts by the fifteenth (15th) day of the following month.
112	General Question			What capital improvements, facility renovations, or equipment replacements are planned before transition, and what client-funded investment will be available to the selected vendor or vendors?	The Exchange will renovate the concession spots #1 & #3 at the MFF. Concessionaires will be responsible for initial setup and build out of their assigned spots
113	General Question			May the selected operator subcontract or partner with local concepts or food-hall partners such as FoodWorks or Food Fleet, and what approval, security, insurance, and contractual requirements would apply?	Concessionaires may not assign or transfer premises or business operations without prior written approval from the Exchange. Any subcontracting or third-party operating partnerships must be fully detailed in your proposal for Exchange review
114	General Question			When does Kennedy Space Center anticipate issuing responses to clarification questions, and will the proposal deadline be adjusted if the answers materially affect scope, investment, or the operating model?	Answers are planned to be publish September 30, 2026. We do not anticipate adjusting the deadline.
115	General Question			What are the financials for the vendors in MFF present and part?	Monthly average ticket count (3 months) for each food court location as a whole. MFF has 13,480 tickets, and CCHQ has 12,501 tickets.
116	General Question			How often are food trucks and/or pop up vendors utilized?	Currently food trucks are on Center Tuesday through Friday. We have two pop-up locations that are used two days a week.
117	General Question			What are the protocols and expectations for catering inquiries?	The Exchange will have the customers select from the approved catering concessionaires for their event. Customers will reach out directly to catering concessionaires.
118	General Question			Is the equipment listed on the equipment list by location all will be list in place?	Equipment included in Attachment D. will be available for use.
119	Attachment A		1.1	Who is in charge of hood cleaning and inspections?	KSC Facility maintenance contract is responsible for hood cleaning. KSC fire is responsible for inspections.
120	Attachment A		2.2	Could we open for a second shift later in the day?	Yes, second and/or third shift is allowed.

					Notify Public Health & Exchange immediately and execute Emergency Plan. Follow your mandatory Emergency Response Plan, HACCP principles, and the FDA Food Code regarding temperature monitoring, food evaluation, and the disposal of compromised perishable inventory. Coordinate with Exchange to get cooler/freezer back up and running.
121	Attachment A		1.1 (10)	What is the protocol for a walk-in freezer/refrig. that goes down over night?	
122	Attachment A		3.1	Do we set up our own food supplier such as Sysco or GFS? What's the regulations on deliveries and drivers	Yes, concessionaire is to setup own food supplier and work with Exchange to submit badging for drivers.
123	Attachment A		4.1 (b, e)	What insurance is this? Is this for a company vehicle or personal?	This covers all owned, non-owned, hired, and Government-furnished vehicles used in connection with the Concession Agreement (e.g., catering and operational delivery vehicles), not personal use.
124	Attachment A		4.1 f	How often shutdown happen in the past?	In the past five years, there have been two major government shutdowns. However, during the most recent shutdown in 2025, KSC food services were able to continue operating.
125	Attachment A		5.1	What is the protocol for maintenance work? Do we hire our own? IS there an in house maintenance?	Please see Article I of Attachment A.
126	General Question			Is the equipment in MFF electric, natural gas, or propane?	Both natural gas and electric
127	General Question			Do the current vendors have first priority over location?	No, all spaces included in the RFP are competitively awarded through separate proposals based on best value
128	General Question			Why are vendors being replaced?	The current concession agreement comes to an end December 31, 2026.
129	General Question			What is the selection process? How much cost is needed? How much time is given for setup if selected?	Awards are determined by a best-value evaluation that prioritizes the Operational Plan, alongside Experience/Qualifications and Menu/Pricing. There are no upfront fees, but concessionaires fund all startup costs and pay a negotiable monthly gross sales commission. Exchange will work with each concessionaire to develop transition planning prior to the official operational start date of January 1, 2027
130	Attachment C.			In reading this excerpt from EO 13658, Establishing a Minimum Wage for Contractors, that applies to SCA contracts: Effect of higher cash wage required by other laws or regulations • If the wage required to be paid under the SCA or any other applicable law or regulation is higher than the wage required by section 2 of E.O. 13658 (Fed Min Wage), the employer shall pay additional cash wages equal to the difference between the wage in effect under section 2 of the E.O. and the higher wage required to be paid. 29 C.F.R. § 10.28(a)(4). Reading this literally- the employer shall pay additional cash wages- may mean that the SCA contract rate (the higher wage required of \$16.90) must be met by the employer, and they must be cash wages (not tips); therefore, no tip credit would apply. However, the SCA and EO 13658 allow a tip credit in tipped occupations (our food service workers). Because the prevailing wage rate of \$16.90 outlined on the document "wage determination" that must be paid, the tip credit would apply to that amount. Since employers in FL can take only \$3.02 in tip credit, the minimum hourly rate using a tip credit would be \$13.88, is that correct?	
131	RFP	1	2	What is the current volume of total sales YTD (# of transactions) at each of the three food service sites: CCHQ, MFF, and O&C?	For specific SCA wage questions, call the Department of Labor Hotline Wage Division at 1-866-487-9243. Monthly average ticket count (3 months) for each food court location as a whole. MFF has 13,480 tickets, and CCHQ has 12,501 tickets.
132	RFP	1	2	What is the volume of sales by day part YTD (# of sales for breakfast and lunch, separately)?	Monthly average ticket count (3 months) for each food court location as a whole. MFF has 13,480 tickets, and CCHQ has 12,501 tickets.
133	RFP	1	1	How many employees work in the individual CCHQ, MFF, and O&C buildings?	CCHQ: 355, MFF is not an office building, O&C: 1062
134	General Question			Are employees required to be in all three buildings 5 days a week?	Federal employees are expected to be in the office 5 days a week. The Exchange is not able to report on the contractor workforce or KSC tenants.
135	General Question			Can non-federal employees on KSC (Blue Origin, SpaceX employees) eat at KSC Exchange-run food sites?	Yes, if the employee has a badge and can access the center.
136	RFP	3	Section 3.a.i.ii	Please indicate which vendor spaces/concepts as outlined in the RFP page 1, section 2, are designated as either "breakfast and lunch" concepts or "lunch-only" concepts, as per the operating hours listed in section 3.	The Exchange does not expect all concessionaires to offer breakfast. However, all concessionaires are required to provide lunch service. Both spots designated for coffee are expected to operate during both breakfast and lunch.
137	RFP	3	Section 3.d	Please specify which of the vendor spaces/concepts are required to include a minimum of two value priced meal options	The Exchange is requesting all concessionaires to provide two value priced meals.

138	RFP	3	Section 3.h	Please provide an estimated annual volume of catering orders	There have been eight known larger catering events this year, primarily supporting major launches and special functions. The actual number is higher, as permanent vendors and tenants also provide or arrange catering independently, making it difficult for the Exchange to track all events and sales accurately.
139	RFP	3	3.i	Are there any federal compliance guidelines that need to be adhered to for digital technology? (BAA/TAA, FedRAMP, etc.)	All food service equipment is not permitted to be on the NASA network. Concessionaire must provide their own internet.
140	RFP	3	3.i	What POS system brand / technology is currently in use with current vendors at KSC?	Current POS systems include Toast, Square, Clover.
141	RFP	7	Section 10.b.iii.9	Please elaborate on what exactly is meant by "the design plan for the set up space including branding and layout." What format would the government like to see this data in?	What concessionaire invasions for the space and operational layout. A PDF or word document layout would work.
142	RFP	7	10.b.iv.(5)	What customer reference data is required for the proposal?	Previous or current customer that can be contacted as a reference for your business.
143	Attachment A	4	2.4.g	The food service and catering agreement cites the applicability of the Service Contract Act of 1965 as the basis for minimum for employee wages. Does the full scope of the Service Contract Act apply in regards to contractors being able to seek adjustments from the government should federal wages increase?	No, this is a concession agreement where the government does not reimburse labor costs. Concessionaire must still pay employees required SCA wages.
144	Attachment A	11	Article VII, 7.2	Please elaborate on the process for vendors to respond to potential modifications of the food service and catering agreement (i.e., the notification and discussion process for possible changes to the PWS).	Contact Exchange directly via email.
145	Attachment D		Equipment List	Please provide the known or estimated age for each piece government-owned equipment?	Attachment has been updated to reflect year purchased.
146	Attachment D		Equipment List	Who owns the mobile wells for each vendor station throughout CCHQ and MFF?	The Exchange owns all spots, with the exception of CCHQ Spot #4 and MFF Spot #4.
147	Attachment D		Equipment List	Who owns the beverage machines in CCHQ and MFF?	Current Concessionaire
148	Attachment D		Equipment List	Who owns the flat screen TVs mounted to the walls above vendor stations that are currently being used to display menus in CCHQ and MFF?	Current Concessionaire
149	Attachment E		All Kitchen Layouts	What are the dimensions (length x width) of the counter tops for each of the vendor stations, and can those dimensions be provided in feet and inches? The schematics show interior vendor station and storage dimensions in sq ft only but lack length measurements. (For example, the CCHQ schematic shows interior spaces in sq ft for all areas, but the schematic for MFF does not show dimensions for the vendor serving spaces at all, only the storage areas)	Updated layout attached.
150	Attachment A	9	5.2 a	Does all equipment provided by the vendor remain with/go with the vendor at the time of contract end?	Concessionaire can remove the equipment that concessionaire purchased.
151	RFP	2	2	The RFP mentions a total KSC workforce of approximately 14,000 personnel. To assist offerors in developing accurate business plans and competitive pricing models, will the Government provide historical average daily transaction counts and average gross sales for each of the eight (8) specific vendor spaces currently being solicited?	Monthly average ticket count (3 months) for each food court location as a whole. MFF has 13,480 tickets, and CCHQ has 12,501 tickets.
152	RFP	2	2	What percentage of the 14,000 KSC personnel work remotely or on a hybrid schedule versus reporting on-site daily?	The Exchange is not able to get this data. We do know that the federal workforce is expected to be on Center daily.
153	General Question		Catering Operations	The RFP states "multiple catering vendors will be selected." Will KSC departments and tenants be required to use one of the selected catering vendors for on-base events, or are they permitted to order from outside restaurants/caterers that are not part of this Concession Agreement?	The Exchange will have the customers select from the approved catering concessionaires for their event. Customers will reach out directly to catering concessionaires. Events held in NASA buildings are to use the approved catering concessionaires. The Exchange is not able to require all tenants to only use the approved catering companies.
154	General Question		Catering Operations	Can the Government provide an estimate of the total number of catered events and the total catering revenue generated at KSC over the past 12 months?	There have been eight known larger catering events this year, primarily supporting major launches and special functions. The actual number is higher, as permanent vendors and tenants also provide or arrange catering independently, making it difficult for the Exchange to track all events and sales accurately.
155	General Question			Reference Concession Agreement Article II (13) and PWS 2.2(b): The Exchange provides weekday janitorial services for dining areas. Who is responsible for the deep cleaning of the shared food court areas (e.g., pressure washing, high-dusting above the concession stands) and the cleaning of the exhaust hood systems/ductwork above the cooking lines?	See 1.1 of Attachment A

156	General Question		Reference Concession Agreement, Article II (16): The agreement requires the Concessionaire to "Offer diverse, high-quality menus and services at competitive prices." What is the Exchange's process for approving menu price increases during the period of performance? Does the Concessionaire have the autonomy to adjust pricing based on market conditions, or must all price changes undergo a formal Exchange approval process?	All menu adjustments, including price changes, must be submitted to the Exchange via email.
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