

GCT Tours RFP Questions/Answers #2

1. How will the responses be scored? Do you have a scoring rubric for proposal evaluation, and can you share the rubric?
 - Based upon the qualifications of the proposers and the overall compensation package proposed to MTA/Metro North
 - As stated in the RFP under Selection Criteria:
 - I. The anticipated direct economic benefit of a proposal to the MTA.
 - II. The overall experience of the established tour company, including the guided tour operator.
 - III. The quality of proposal and the program offered.
2. Is there a maximum number of tours that can be run per day?
 - There is a minimum of 1 guided tour per day, and we are open to more, subject to Metro North prior knowledge and approval. Keep in mind that tours must be safely operated around the Terminal, being sure never to create a crowding situation. During rush hour, group sizes *may* need to be smaller. Rush hour is from 7AM – 10AM and 4PM – 7PM
3. Is the use of the tour office part of the license or is there a rental fee?
 - The use of the tour office is part of the license
4. Is the tour office expected to be staffed from 9-6 daily?
 - Yes, however you can propose an alternate schedule. Holiday hours may vary. Subject to MNR/MTA approval
5. Is it possible to sell other tour products in the tour office- such as our own other products, or 3rd party products and are there any restrictions?
 - The tour office should be strictly reserved for the promotion and sales of the Official Grand Central Terminal Tours.
6. What is the 3-year extension based on?
 - Performance, quality, and revenue
7. Are there any limitations on where we can sell this (OTAs etc.)
 - It is OK to sell the tour in other locations, as long as all revenue is reported, and the MTA has final approval of listings and locations.
8. There is mention of uniforms required but not that they must be the same as current ones; can we develop our own professional but not costume-like uniforms?

- Yes, you may develop your own custom uniforms. The MTA must approve the design.
9. Can we brand materials and uniforms with our own branding too?
- Materials and uniforms may be co-branded, pending MTA and MNR approval.
10. Are you open to a self-guided food experience (à la Food Passport) rather than a group one?
- Yes
11. Is there an upper limit on group size for tours?
- As per the RFP, there is a maximum of 25 people per guided tour