



# United States Department of the Interior

NATIONAL PARK SERVICE  
1849 C Street, NW  
Washington, DC 20240

## Memorandum

To: Commercial Services Regional Chiefs

From: Chief, Commercial Services Program

Subject: Annual Overall Rating Scoring Methodology Changes

The National Park Service (NPS) Commercial Services Program (CSP) will be changing programmatic scoring within Annual Overall Ratings (AORs). For most concession contracts, new scoring will be applicable beginning January 1, 2024; however, new scoring can be implemented for contracts with evaluation periods that encompass a 2023-2024 winter operating season that begins after the issuance of this memorandum. This change in scoring will not be applied to AORs that review operations within the 2023 calendar year.

### Current Scoring Methodology

The current AOR version states:

- If a Concessioner receives an Unsatisfactory on any of the forms, the final AOR score is capped at 69 and the final AOR rating cannot exceed Marginal; and
- If the Concessioner receives a Marginal on any of the forms, the final AOR score is capped at 89 and the final AOR rating cannot exceed Satisfactory.

The current AOR version does not describe the cumulative impact of marginal or unsatisfactory performance demonstrated in multiple program areas.

### New Scoring Methodology

The updated AOR version, available on the '[Concessioner Tools/Standards and Evaluations](#)' webpage, further refines the scoring methodology to incorporate the cumulative impact of multiple program areas that score less than satisfactory in the overall annual rating score. The new AOR states:

- 1 Marginal Program Area: Overall Rating is capped at Satisfactory.
- 2 Marginal Program Areas: Overall Rating is capped at Marginal.
- 3 or more Marginal Program Areas, or 50% or more Marginals of applicable Program Areas: Overall Rating is capped Unsatisfactory.
- 1 Unsatisfactory Program Area: Overall Rating is capped at Marginal.
- 2 Unsatisfactory Program Areas: Overall Rating is capped Unsatisfactory.

This memo should be forwarded to your concessioners as it will be effective for 2024 annual ratings. Please contact me or Donna Sisson, Branch Chief of Contract Management, if you have any questions regarding the new AOR scoring methodology.

cc: All NPS Concession Specialists  
All NPS Concessioners