



United States Department of the Interior

NATIONAL PARK SERVICE
1849 C Street, N.W.
Washington, D.C. 20240

IN REPLY REFER TO:

MAY 15 2009

(2410)

Memorandum

To: Regional Directors

From: Acting Assistant Director, Business Services *J. Hendry*

Subject: Submittal of Annual Overall Rating Reports for Concession Operations

Each year, park staff is responsible for periodically evaluating concession operations and facilities, documenting the results of these evaluations, and annually completing a yearly review of the concession operation. The yearly review is accomplished through the completion of the following forms:

REPORT	FORM #	COMMENTS
Annual Overall Rating	10-631 (v. 03.08)	Required for all contracts.
Contract Compliance Report	10-630 (v. 03.08)	Required for all contracts.
Concession Operational Performance Report	10-629 (v. 03.08)	Required for all contracts.
Risk Management Evaluation Rating	10-628 (v. 03.08)	Required for all contracts except permits.
Environmental Management Evaluation Rating	10-ENV (v. 03.08)	Required for all contracts. Certain sections of this new form pertain only to 1998 Category I and II Contracts requiring Environmental Management Programs (EMPs).
Year End Summary for Public Health Program Rating	10-622 (v. 03.08)	Required only for contracts with Food & Beverage operations

The forms are available on the Commercial Services Program website at <http://inside.nps.gov/waso/custommenu.cfm?v=3&prg=686&id=8087>. Each form can be completed electronically. If you choose to print the forms please make sure you review the instructions to ensure the form is printed correctly for use. The instructions are included preceding each form with the exception of the Contract Compliance Report (Form 10-630) which has a separate Word document containing the instructions for completing the form.

Two (2) copies of these forms should be submitted to the Regional Concession Office by April 1 of the following year. The Regional Concession Office will then forward one (1) copy to the National Park Service Commercial Services Program. Forms can be submitted to the region in hard copy or electronic

format. Retain the original forms with original signatures in park files. Regions are encouraged to submit the Annual Overall Rating (AOR) forms to the Commercial Services Program via their FTP site. Instructions for how to use the FTP site are attached to this memo.

To date, we only have received less than 5 percent of the required AOR forms for 2008. Please send a reminder to your regions and parks to send in their forms.

If you have any questions, please contact Lora Farabaugh, Concession Management Specialist, Commercial Services Program, at 303/987-6903 or Lora_Farabaugh@nps.gov.

Attachment - Instructions for using AOR FTP site

FTP Site Instructions for AOR Submittals

- Go to <ftp://ftp.den.nps.gov/incoming/>.
- At the top, right hand side of the page, click on the drop down arrow for “**Page.**”
- Select “**Open FTP Site in Windows Explorer.**” This will open the files in the more familiar Windows Explorer format.
- Select the folder for “**Commercial Services Program,**” “**AOR Submittal,**” and then your region.
- Create a sub-folder to put your files in. Right click on your mouse, choose "New" and then choose "**Folder.**" Rename your folder to your four letter abbreviation (i.e., GRCA).
- Copy the file(s) or folder you want to transfer (*right click on your mouse and choose Copy, or use your keyboard and hit Ctrl+C*).
- Paste the file or folder into the folder you created (*right click on your mouse and choose Paste, or use your keyboard and hit Ctrl+V*).

Folders and files will be removed from the site after we receive and copy them. If you have more files to submit later, please recreate your folder using the steps above.

If you have any questions or comments, please contact Lora Farabaugh, Concession Management Specialist, at 303/987-6903.