

COMPETITIVE CUA NARRATIVE RESPONSE

(Attachment B)

NOTE: The Narrative Response is due to the Commercial Services Office along with the Application. Failure to submit the Narrative Response will result in your application being withdrawn from consideration. Each factor identifies the minimum and maximum points the NPS may award, depending on the quality of the response. A high-quality response uses clear, concise language to directly answer each question in detail, demonstrates the applicant's past experience, and/or sets out a specific commitment to address each factor.

Response Format: Provide in writing the information identified in each of the following three (3) factors. Your answer must not exceed the page limit for each factor. Please number each page and section in your completed response. Each page should have a heading identifying the factor (question) to which you are responding. Where page limits are set out, the NPS will not review or consider the information on any pages that exceed the page limitations stated, including attachments, appendices, or other additional materials the applicant submits. Font size must be no smaller than 10 pt. and line spacing and margins must be easily readable to a general audience.

FACTOR 1 Resource Protection (0-15 Points) (Responses must not exceed 3 pages). Demonstrate your ability to preserve the natural quality and opportunity for solitude and primitive recreation qualities of wilderness character in Sequoia and Kings Canyon National Parks (SEKI or Parks), specifically by promoting the responsible enjoyment and active stewardship of wilderness. Responses should demonstrate resource protection actions and measures that are specific to the type of service for which you are applying.

Describe specific actions you will take to meet or exceed CUA terms and conditions and the Parks' Minimum Impact Restrictions (www.nps.gov/seki/planyourvisit/minimum-impact-restrictions.htm) requirements in topics appropriate to your activity, including but not limited to:

- A. Restrictions related to sanitation and the management of human and/or animal waste in wilderness
- B. Party size, trail/campsite selection, invasive species detection and equipment inspections, avoiding conflict with other visitors, preserving opportunities for solitude, food storage, trash, campfire practices and protection of wildlife.
- C. Describe specific training your company will provide guides/instructors in the principles and techniques of Leave No Trace for the provision of services within the Wilderness areas of the Parks. Also describe training provided to guides/instructors on Minimum Impact Restrictions specific to operations in the parks.

FACTOR 2 Visitor Safety (0-15 Points) (Responses must not exceed 3 pages). Demonstrate your expertise in dealing with safety and operational challenges associated with proposed guided client services in remote and rugged locations. Responses should demonstrate visitor safety actions and measures that are specific to the type of service for which you are applying.

- A. Provide proposed travel itineraries should you be awarded a CUA. Identify the safety challenges of your operation and describe how you propose to mitigate those challenges; provide examples based on proposed itineraries.
- B. Describe how you will convey safety and risk messaging to clients.
- C. Describe your employee training program specific to Visitor Safety, and typical guide qualifications of staff hired to lead trips that operate within SEKI.
- D. Provide a step-by-step procedure for how you will respond to emergencies in the field.

FACTOR 3 Relevant Experience and History (0-10 Points) (Responses must not exceed 3 pages). Demonstrate your experience in providing similar services in remote areas. Responses should demonstrate relevant experience that is

specific to the type of service for which you are applying. The Service is aware that businesses may receive an administrative notice, verbal or written warning, violation, citation, penalty, fine, less than satisfactory rating, or similar regulatory notice from a federal, state, or local agency (**hereinafter collectively referred to as “infractions”**) while operating under a permit. The Service is interested in understanding how your business has communicated and improved field operations in order to manage and/or mitigate any “infractions”. In subpart (D) and (E) the Applicant should provide a response to only one question based on an answer of “yes” or “no”. Information must be sufficiently detailed to provide a response to each of the sub-factors below:

A. Briefly summarize your company’s overall background and experience in the safe operation and management of guided commercial services, including those services for which you are applying for under this application. Include the following information:

- (1) Duration of operation (i.e., number of years and length of season for which you have provided similar services)
- (2) Operation location (i.e., wilderness travel, remoteness, high elevation, rugged terrain)

B. Describe one example of operational experience that demonstrates your company’s ability to provide safe, high-quality experiences in operation and management of a similar service(s) to which you are applying at SEKI. Examples should demonstrate strategies your company follows to ensure that guides are operating within compliance of all regulations, stipulations, and conditions, including, any additional steps the company took to ensure operational compliance with standards or conditions similar to those that would be required under this CUA (i.e., planning trips in areas where various restrictions apply and conditions can change rapidly).

C. In the performance of guided services under permit by Public Land Management agencies, has your company been contacted by the NPS or other agency representatives regarding issues with use and conservation of natural resources such as water, land, soil, plants, and animals during the performance of guided services? Describe how your company has responded to these concerns or incorporated operational changes in response to concerns.

D. Has your company received any “infractions” in in the last 5 years? If the answer is “NO” proceed to (E). If the answer is “YES” answer the following:

- (1) Describe all “infractions” that have occurred in in the last 5 years, including infractions that occurred as a result of activities authorized by permits for guided services within SEKI and/or all other locations and public agencies where you have operated under a similar permit.
- (2) Has your company been put on warning, administrative notice, probation; suspended; revoked; or denied due to prior “infractions”?
- (3) Explain how your business managed these “infractions”, and your overall strategy to prevent future occurrence.

E. Has your company received any “infractions” in in the last 5 years? If the answer is “NO” answer the following:

- (1) If you have not received an “infraction” in the last 5 years, describe a specific instance on a trip when unforeseen conditions required field operations/guides to alter plans/ practices in order to adapt to changing conditions and obey permit conditions to prevent an “infraction”.
- (2) Explain how your company took steps to avoid an “infraction”.
- (3) Explain how your company reviewed field operations/decisions post trip to analyze what happened, why it happened, and how it can be done better by the participants and those responsible for the company.
- (4) Explain how your company incorporated any changes from post-trip review or debriefing into your future strategy to prevent, plan and prepare for future occurrences where operational decisions are required to avoid “infractions.”