



March 2016

National Park Service – Commercial Services Program

Annual Overall Rating Workbook Quick Guide

QUICK GUIDE

The following is a short guide for completing the NPS Commercial Services Annual Overall Rating (AOR) Workbook. For more detailed instructions, see the full user guide below. Instructions are also available on the ***Instructions and TOC*** tab in the Workbook, and on each program area page.

<p>Contract Information</p>	<p>1. Complete all yellow highlighted information in the <i>Contract Information</i> tab for the contract being evaluated. This information will automatically populate in the other pages.</p> <p>2. Check all service types applicable to the concessioner at the bottom of the <i>Contract Information</i> tab.</p> <p>Note: evaluation scoring will not activate until the <i>Contract Information</i> tab is completed.</p>
<p>Program Areas</p>	<p>3. Complete Program Area pages in the workbook (can be completed in any order). Instructions for completing each page are located at the top of the tab.</p> <p><u>Required</u> Program Areas: Administrative Compliance (10-ADM) Operational Performance (10-OPR) Risk Management (10-RMP)</p> <p><u>If applicable</u> Program Areas: Environmental Management (10-EMP) Public Health (10-PHP) Asset Management (10-AMP)</p>
<p>Annual Overall Rating</p>	<p>4. Go to the Annual Overall Rating (10-AOR) tab for the final score summary (score is calculated automatically as Program Area pages are completed).</p> <p>5. Complete Table 3: Evaluation Narrative / Comments. Narrative assessment of the concession’s performance is required.</p> <p>6. Print this tab for the superintendent’s signature in the appropriate box in Table 2: Final Superintendent Approval / Signature. The AOR is not valid unless approved by the superintendent.</p>
<p>Signed AOR</p>	<p>7. Upload signature page to the Signed AOR tab.</p>