

Evaluation Document For Cruise Ship Services Prospectus issued February 19, 1998

Notes: Evaluation document instructions: All evaluator comments/references must be inside the tables. "Track Changes" (control/shift-e) should be turned on so that individual evaluator comments can be tracked (to be removed in the final document).

Offeror:	Royal Caribbean International
Evaluator(s):	Jerry Case, Chief of Interpretation, Glacier Bay NP&P
	Randy King, Chief Ranger, Glacier Bay NP&P
	David Nemeth, Chief of Concessions, Glacier Bay NP&P
	Stephen G. Crabtree, Concessions Team Leader, Western Region
	Mary Beth Moss, Chief of Resource Management, Glacier Bay NP&P

- *Submittal of Offer*

Was the offer received no later than 4 p.m., June 22, 1998?	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
Applicant Statements (reference page number):				
Comments:				

Was the offer submitted to the proper location?	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
Applicant Statements (reference page number):				
Comments:				

Were two complete copies of the offer submitted?	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
Applicant Statements (reference page number):				
Comments: One copy of the offer was submitted.				

Offer Letter

Was an offeror's letter submitted as required?	X	Yes		No
Applicant Statements (reference page number):				
Comments:				

Summary		Superior		Successful	X	Not Successful
Summary Comments on this Factor: Information was submitted as required with the following exceptions: Only one copy of the offer was submitted.						

Factors, Criteria and Questions

- ***PRINCIPAL FACTOR 1. THE EXPERIENCE AND RELATED BACKGROUND OF THE OFFEROR***

CRITERION 1A. (1) THE COMPETENCE OF THE OFFEROR, AS REFLECTED IN THE APPLICATION, TO MANAGE AND OPERATE A CRUISE SHIP BUSINESS SIMILAR TO THAT DEFINED IN THE PROSPECTUS. (2) THE ENTITY WITH WHICH NPS WILL CONTRACT AND ITS RELATIONSHIP TO SUPERIOR AND SUBORDINATE ENTITIES IS CLEARLY DEFINED.

1. Identify the "OFFEROR" (or "PROPOSED ENTITY[S]," that the offeror intends to establish for the purpose of operating this concession) making this application. Clearly identify both the formal structure of the primary business ENTITY with which the National Park Service will be dealing, and its owner(s).

1. Was the offeror adequately identified?	X	Yes		No
Applicant Statements (reference page number): Royal Caribbean Cruises LTD. , a Liberian corporation D.b.a. Royal Caribbean International, 1050 Caribbean Way , Miami, Florida 33132 Contact: Rick Strunk/Mike Ronan , Phone: (305) 539-6073 / (305) 539-6869 Fax: (305) 375-0711 / (305) 579-0193 Email: RSTRUNCK@RCCL.COM or MROANAN@RCCL.COM Publicly owned corporation traded on the New York Stock Exchange and the Oslo Stock Exchange. A. Wilhelmsen Co. owns 28%, Cruise Associates own 30%, all directors & officers own 2%.				
Comments: Information provided as required.				

2. Provide materials to explain the financial circumstances, legal form, and ownership of that ENTITY.

2. Was adequate information provided?	X	Yes		No
Applicant Statements (reference page number): See #1, above.				
Comments: See #1, above.				

3. Identify related, subordinate, and superior ENTITIES and any other organization, ENTITY, contractor, or subcontractor that will have a role in managing, directing, operating, or otherwise carrying out the service to be provided.

3. Were related, subordinate and superior entities adequately described?	X	Yes		No
Applicant Statements (reference page number): See #1, above.				
Comments: See #1, above.				

4. Where there are layers of Entities, subordinate or superior entities, significant contractors/subcontractors, or other organizations or individuals that will act in concert to provide the services required, describe each of them and the relationship between or among them.

4. Were layers of entities adequately described?	X	Yes		No
Applicant Statements (reference page number): See #1, above. RCCL also owns Celebrity Cruises, another offeror.				
Comments: See #1, above.				

5. Using the format and instructions on the next page (duplicate the form as needed) identify the Offeror, each ENTITY, the New Concessioner, and the Operator and all similarly involved parties or people. Add information as necessary to make the relationships clear.

5. Were these forms provided?	X	Yes		No
Applicant Statements (reference page number): See #1, above.				
Comments: See #1, above.				

ANILCA Section 1307 Preferred Operator

Refer to the ANILCA Section 1307 regulations in the appendix to answer the following questions:

6. Is the entity a local resident, as defined in 36 CFR 13.81(f), for the services offered under this prospectus? If yes, provide documentation to support this determination, as described in these regulations.

6. Was this information provided as required?	X	Yes		No
Applicant Statements (reference page number): RCCL is not applying as a local resident.				
Comments: RCCL does not have ANILCA 1307 local preference.				

7. Is the entity applying for "most directly affected Native corporation" status, as defined in 36 CFR 13.85? If yes, provide the documentation to support this determination, as described in these regulations.

7. Was this information provided as required?	X	Yes		No
Applicant Statements (reference page number): RCCL is not applying as a most directly affected Native corporation .				

Comments:

RCCL does not have ANILCA 1307 **most directly affected Native corporation** preference.

Preference for New and Small Operators

8. Does the entity provide cruise ship services within Glacier Bay National Park under a current limited permit with the National Park Service?

8. Was this information provided as required?	X	Yes		No
Applicant Statements (reference page number): RCCL currently provides cruise ship services under a concession permit				
Comments: The permit was under an interim authorization which did not provide preference on renewal.				

9. If yes, does the number of cruise ship entries from June 1 to August 31 exceed 19 entries (14 percent of 139 cruise ship entries allocated for Glacier Bay from June 1 - August 31)?

9. Was this information provided as required?	X	Yes		No
Applicant Statements (reference page number): RCCL is authorized less than 14% of June-August entries.				
Comments: RCCL qualifies for the small operator favoritism.				

10. Do any of the above have operations or interest in other operations in areas adjacent to this national park area or operations in other national parks? If Yes, please identify.

10. Was this information provided as required?	X	Yes		No
Applicant Statements (reference page number): RCCL lists 13 areas (NPS & USFS) where they provide shore excursions.				
Comments: RCCL provided necessary information.				

11. The NPS is looking for an ENTITY that has demonstrated experience in managing this type of business activity. Give specific examples of business operations undertaken by ENTITY. Detail the OFFEROR's experience and skills in developing efficient, effective, defined, targeted goals for business programs according to pre-established management parameters.

11. Was this information provided as required?	X	Yes		No
Applicant Statements (reference page number): Section 2 & 3 ("Fast Facts"): Cruise services 1969-present.				
Comments: Well documented history of cruise ship operations.				

12. Describe the business management qualifications and experience of the ENTITY and the NEW CONCESSIONER proposed to manage and operate this business.

12. Was this information provided as required?	X	Yes		No
Applicant Statements (reference page number): Section 2 & 3 ("Fast Facts"):				
Comments: See #11, above.				

13. Does the ENTITY have experience providing services under contract for an agency like NPS, United States Forest Service, Bureau of Land Management, city, state, large corporation, or other organization with significant philosophical and operational constraints? If Yes, please identify.

13. Was this experience identified?	X	Yes		No
Applicant Statements (reference page number): Section 2 & 3 ("Fast Facts"):				
Comments: See #10, above.				

14. Use the format on the following page and add to it as necessary, or use your own format as long as it provides all of the requested information. Provide detailed resumes for all current and proposed partners, sole proprietors, and key management employees who will be actively involved in the management of this business and key ship-board personnel who will be operating in Glacier Bay. Identify the specific role the individual is to play and establish that person's ability to play that role.

When discussing work experience, be specific with respect to size of operation, dates, area of operation, specific duties, number of people supervised, hours worked per week, and other factors that would be helpful to reviewers in establishing a clear understanding. Do not omit training and education and do not omit special qualifications, ratings, or licenses that are needed in some special occupations.

14. Was this information provided as required?	X	Yes		No
Applicant Statements (reference page number): See #1, above.				

Comments:
See #1, above.

Cr. 1a Summary		Superior	X	Successful		Not Successful
Summary Comments on this Factor: All required information provided.						

CRITERION 1B. NONE.

- ***PRINCIPAL FACTOR 2. CONFORMANCE TO THE TERMS AND CONDITIONS OF THE PROSPECTUS IN RELATION TO QUALITY OF SERVICE TO THE VISITOR***

CRITERION 2A. THE OFFEROR AGREES TO PROVIDE THE SERVICES AS REQUIRED BY THIS PROSPECTUS.

1. Indicate below whether you agree to provide the required services under the conditions specified in the Permit.

1. Does the offeror agree to provide the required services under the conditions specified in the Permit?	X	Yes		No
Applicant Statements (reference page number):				
Comments:				

2. Provide a basic description of the ship(s) which the offeror proposes to operate in the park, including, as a minimum, the following, and any other vessel design information the offeror feels is pertinent.

2. Was all information provided?	X	Yes		No
Applicant Statements (reference page number): Information provided on: Rhapsody of the Seas & Vision of the Seas (sections 6 & 7) Rhapsody of the Seas - launched 1997, 2416 max passengers in 1000 cabins of 149 or 355 sq. ft., diesel electric, mixed crew; Vision of the Seas - launched 1998, 2416 max, passengers in 1000 cabins of 149 or 355 sq. ft., diesel electric, mixed crew.				
Comments: Very detailed and clearly presented vessel information.				

3. Do you agree not to use a substitute ship without the approval of the park superintendent and that any substitute must meet or exceed the standards of the ship approved in the proposal?

3. Does the offeror agree not to substitute ships without approval?	<input checked="" type="checkbox"/>	Yes		No
Applicant Statements (reference page number):				
Comments:				

4. Specify the total number of cruise ship entries into Glacier Bay from June 1 - August 31 for which you are applying.

4. Did the offeror answer this question (enter number of entries under comments)?	<input checked="" type="checkbox"/>	Yes		No
Applicant Statements (reference page number): RCCL is applying for 26 June-August entries.				
Comments:				

5. Do you wish to apply and compete in all categories in order to maximize your opportunity:

5. Does the offeror wish to apply and compete in all categories in order to maximize your opportunity? If "NO", specify the category or categories under which they are applying and the number of entries in the following table:	<input checked="" type="checkbox"/>	Yes		No
Applicant Statements (reference page number):				
Comments:				

Category	Entries (enter number)
Category A (maximum 38 entries)	
Category B* (maximum 13 entries)	
Category C* (maximum 4 entries)	
Category D* (maximum of 7 entries)	
Category E* (maximum of 4 entries)	
Category F* (maximum of 2 entries)	

The best proposal will be selected in each of the above six categories.

* An incumbent concessioner has a right of preference in renewal for these entries (see "Application of Preference in Renewal", this section - above). [NOTE: Except Cunard]

6. Do you intend to utilize all entries authorized throughout the term of the permit? (Unforeseen events or circumstances that intermittently interfere with operations may, with the approval of the superintendent, be excused.)

6. Does the offeror intend to utilize all entries?	X	Yes		No
Applicant Statements (reference page number):				
Comments:				

7. Do you agree to notify the NPS of any unused entries that may become available in a timely manner and, if necessary, assist to facilitate the reallocation of the unused entry?

7. Does the offeror agree to notify the NPS of any unused entries ?	X	Yes		No
Applicant Statements (reference page number):				
Comments:				

Cr. 2a. Summary		Superior	X	Successful		Not Successful
Summary Comments on this Factor: All information provided. Vessel information is particularly well presented.						

CRITERION 2B. DESCRIBE WHAT ADDITIONAL SERVICES AND/OR FACILITIES WILL BE PROVIDED AND/OR HOW THE COMPANY WILL IMPROVE UPON THE SERVICES OR SCHEDULES REQUIRED BY THIS PROSPECTUS, TO PROVIDE A SUPERIOR PARK EXPERIENCE FOR ITS PASSENGERS.

The National Park Service expects that concessioners will support the NPS in its mission to inform park visitors and concession employees about park resources and values. Some examples of services and facilities which might improve the visitor experience:

- a. Offer Native Alaskan art and handcrafts prominently in shipboard gift shops.
- b. Provide an expanded library of resource materials on Glacier Bay, Alaska, Native Culture including standard references, books, periodicals, videos, maps, etc.
- c. Feature local Alaskan artists and craftspersons in shipboard displays and in gift shops.

- d. Insure that ship board activities, gift shop items etc. contribute to visitor understanding of the area (e.g. gift shops offer only stuffed toy animals which are native to the area).
- e. Implement corporate and/or shipboard programs related to protection of the (marine) environment.
- f. Establish minimum standards of knowledge about Glacier Bay and the National Park Service for officers and crew members.

1. Describe the services and facilities related to the above that you propose to offer.

1. Were any services and facilities described?	X	Yes		No
<p>Applicant Statements (reference page number): Attachments 7, 8 & 11 Attachment 7: Library materials on Glacier Bay added (12 books listed) Native artist Kenneth Freeman’s work features at art auctions. Auction er negotiating with other Alaskan artists. Gift shop items: Expanding Native and local arts & crafts (seven Native/local sources listed: Alaska Eagle Arts, Paradise Art, Indian Arts & Crafts, Good River Publishing, Arctic Circle Enterprises, Dubac Designs Jody Bergsma Galleries. Also promote gold nugget sales. Three Alaska videos on board Three children’s videos on board (Free Willy III, White Fang II, Iron Will). Attachment 8: (Hotel & Marine Operating Plan got Glacier Bay): This is a program for reducing vessel impacts. The following are actions to take when in Glacier Bay: items which could be thrown or blow overboard are removed from deck; staff patrol decks, extra receptacles are placed, chairs arranged for glacier viewing, no music on deck, live music not performed, cruise sales desk closed, space for physically challenged passengers is set aside for glacier viewing, PA announcements limited, bridge camera redirected to glaciers, signs posted regarding feeding wildlife and littering. Actions prior to arrival: PA system checked, guests advised they will be going to Glacier Bay, Glacier Bay promoted during “welcome aboard” talk, Glacier Bay info sheet distributed (see Galaxy Daily, exhibit. 11), Summary of company policy while in Glacier Bay incl. requirements for accommodating Rangers on board Casino to be closed during time in the park <i>and can reopen after the naturalists disembark.</i> The following to remain open: golf course simulator, spa, gym, beauty salon, pools, photo gallery. The Ocean Fund: marine environmental research grants (set up by RCI & Celebrity Cruises). Save the Waves program: Corporate program for reducing waste and resource impacts. 1. Nothing overboard, no solid waste discharge (exceeds MARPOL), no disposable utensils, plates. Plastic containers replaced with paper. Works with suppliers to reduce packaging, soda dispensers reduce beverage container use. Recycling: aluminum compacted, glass and metal crushed; trash receptacles provided for separation.; RCL uses recycled paper for a variety of items (1M lbs/year). Crew training, weekly environmental meetings, monthly spill drills,.</p>				
<p>Comments: Appropriate initial list of library materials. Effort to include Native crafts and local art. Good basic program for ship personnel Fund for research good, but no information on what sort of work has been funded. Environmental program well developed and comprehensive. Most of the results of the program are general in nature, making it difficult to gauge the overall value of the program.</p>				

Management Policies Manual, Chapter VIII. "Promoting the sale of United States made handcrafts including Native American handcrafts relating to the culture, historical, natural and geographic characteristics of park areas is encouraged and there shall be a continuing effort to enhance the scope and supply of local handcrafts where they exist and to establish them where they do not."

2. Describe what measures the company will take to implement this policy in your service.

2. Were such measures described?	X	Yes		No
Applicant Statements (reference page number): Attachments 7 & 8 See item 1, above.				
Comments: See item 1 above.				

3. Describe other services, facilities, programs, itineraries, etc., your company will implement that will provide a superior park experience for the visitor.

3. Were other services, facilities, programs, itineraries, etc. described?	X	Yes		No
Applicant Statements (reference page number): Attachments 9: Ships designed for guests with disabilities. 14 accessible rooms (out of 1000) "Listening device kits" for hearing impaired. Ranger provided cordless microphone on bridge.				
Comments: 1.4% of cabins accessible. Other cabins with accessibility features. Cordless microphone a plus.				

Cr. 2b. Summary	X	Superior		Successful		Not Successful
Summary Comments on this Factor: Good program with several noteworthy features: Save the Waves, Ocean fund. Accessible features, shipboard program.						

CRITERION 3A. THE OFFEROR AGREES TO A FEE OF NOT LESS THAN THE AMOUNT DESCRIBED BELOW.

The NPS has determined that the fees described below is the minimum required offer:

\$5.00 per passenger (including both revenue and non-revenue passengers)

Please see the sample permit for specific details of the fee program.

1. Do you agree to this initial level of fees as shown above and in the sample permit?

1. Does the offeror agree to pay the fees as shown?	X	Yes		No
Applicant Statements (reference page number):				
Comments:				

Cr. 3a. Summary		Superior	X	Successful		Not Successful
Summary Comments on this Factor: RCCL agrees to minimum fee.						

CRITERION 3B. NONE

CRITERION 4A. THE OFFEROR PROPOSES TO PROVIDE INTERPRETIVE SERVICES (EITHER THOROUGH THE NPS INTERPRETIVE PROGRAM OR THOROUGH AN APPROVED CONCESSIONER PROGRAM) WHICH MEETS THE REQUIREMENTS OF THE PROSPECTUS AND PERMIT.

1. Do you agree to provide an interpretive program meeting these minimum criteria?

1. Does the offeror agree to provide an interpretive program meeting these minimum criteria?	X	Yes		No
Applicant Statements (reference page number):Prospectus Application, page 13				
Comments:				

2. Will you participate in the NPS Interpretive Program (including cost-recovery)?

2. Will the offeror participate in the NPS Interpretive Program (including cost-recovery)?	X	Yes		No
Applicant Statements (reference page number):Prospectus Application, page 13				
Comments:				

If you do not participate in the NPS Interpretive Program, submit a full description of your proposed interpretive program, including employment standards (resumes for existing interpretive staff or position descriptions for currently unfilled interpretive positions), staffing levels, staff and supervisory training program, monitoring and mentoring program, native and local hire program, procedures for updating interpretive program with current research and park management directives, sources for information, description of resource and reference materials available for the interpretive staff, description of slide file (or other media) available for audio-visual and other presentations, and other materials that would assist in evaluating the program. Minimum criteria for the Interpretive program (as stated above) must be met in order for the offer to be considered responsive.

2a. If not, did the offeror submit an alternative Interpretive Program?		Yes		No
Applicant Statements (reference page number):				
Comments:				

Cr. 4a. Summary		Superior	X	Successful		Not Successful
Summary Comments on this Factor: Offeror agrees to meet minimum criteria by participating in NPS Interpretive Program.						

CRITERION 4B. THE OFFEROR PROPOSES TO PROVIDE INTERPRETIVE SERVICES BEYOND THE MINIMUM LEVELS LISTED IN CRITERION 4A.

1. Do you propose to operate in accordance with an *optimal itinerary* ...?

1. Does the offeror agree to operate in accordance with an <i>optimal itinerary</i>?	X	Yes		No
Applicant Statements (reference page number):Prospectus Application, page 13				
Comments:				

2. If NO, provide the proposed itinerary or itineraries, including, at a minimum, all areas to be visited, activities in each area and the times for each activity (one format for this is the table below).

Was an alternative itinerary provided?		Yes		No
Applicant Statements (reference page number):				

Comments:

The itinerary submitted should also include a list and timetable for all passenger activities, including meals, while in Glacier Bay, noting any activities that would restrict public address system interpretive commentary or impact the interpretive focus on the park.

3. If you answer yes to item 1, but would also like to propose possible alternative itineraries which you feel would provide a superior visitor experience, please do so here. Provide details of why you feel this would be a superior itinerary and whether or not this itinerary is an optional or integral element of your proposal (*optional* meaning implementation of the itinerary would be at the NPS’s discretion; *integral* meaning that, under your proposal, some entries would *need* to use the alternative itinerary).

3. Were itineraries in addition to the “optimal itinerary” proposed?	X	Yes		No
Applicant Statements (reference page number): Prospectus Application, page 13-suggest an alternative (optional) course to Muir Inlet should temporary climatological conditions preclude use of Tarr and Johns Hopkins Inlets.				
Comments: May be a possibility providing not a violation of wilderness waters. Doubt this suggestion contributes to a superior visitor experience but rather an alternative if access to normal route is closed.				

Additional Elements of the NPS Interpretive Program

The following items are elements of the NPS Interpretive Program which exceed the minimum requirements listed in 4A. If you indicated in 4A #2. (above) that you would participate in the NPS Interpretive program, you will be credited with providing these additional items. Applicants who will not be participating in the NPS Interpretive Program would need to specifically address each item in order to receive consideration for exceeding minimum standards for that item.

- Provide interpreters with the opportunity to visit libraries, museums or institutions that have Alaska and Glacier Bay specific information or reference materials.
- Provide opportunity for interpreters to work with experts on interpretive program subjects such as communication and interpretive techniques.
- Offer mentoring program(s) for southeast Native individuals to introduce the field of interpretation and provide the passengers with cultural interpreters.
- Offer supplementary field trips both ashore and on the waters of Glacier Bay to provide interpreters with added personal experience to further enhance their programs.
- Provide the interpreters additional training and materials to develop more specialized and in-depth programs.
- Conduct focus groups and additional surveys to determine if passengers understand and appreciate the significance of Glacier Bay National Park and Preserve.

4. Do you propose to meet any or all of the elements shown above? [Applicable only if you will not be participating in the NPS Interpretive Program: the NPS Interpretive Program meets these elements.]

4. Does the offeror propose to meet any or all of the elements shown above? If the offeror is participating in the NPS program, they will meet all elements.		Yes		No
Applicant Statements (reference page number):				
Comments:				

Additional Elements Not Included in the NPS Interpretive Program

The following items are potential areas where applicants could exceed minimum interpretive program requirements whether they are participating in the NPS interpretive program or not. All applicants should provide details of how each item would be addressed or provided if the item is to be included in the applicant’s operation.

- Schedule programs and provide materials specifically for children on board with a park related theme.
- Provide passengers and crew the opportunity to view video(s) about GLBA prior to arrival.
- Provide passengers and crew with supplemental materials about Glacier Bay prior to arrival in Glacier Bay.
- Provide programs for passengers by specialists on park related subjects, i.e. geology, ecology, natural history, Alaska history, native Alaskan culture and art, prior to arrival in Glacier Bay.

5. Do you propose to meet any or all of the elements shown above? If yes, provide details.

5. Does the offeror propose to meet any or all of the elements shown above?	X	Yes		No
Applicant Statements (reference page number): Prospectus Application, page 14; Attachments 8,9,10-included schedule shows children’s programs for ages 6-12, videos shown prior to entry, supplemental materials provided, list of guest lecturers and past program titles provided.				
Comments: Children’s activity schedule shows many activities with a natural/cultural history theme. Some are questionable. Full days schedule. Propose to show several videos on the ships system and provide supplemental materials with interpretive message. Scripts were provided for this media. A listing of guest lecturers and resumes were provided and implied that a scheduled program was presented but details on number of programs, how often, or even if they would be a part of the cruise were not provided. A schedule of the days activities shows an “enrichment lecture” on Juneau the morning prior to entry into Glacier Bay.				

Opportunity for Applicants to Propose Innovative Interpretive Program Elements

Applicants are encouraged to provide details of any additional interpretive services or interpretive program details (not listed above) which they propose to provide and which would result in improved interpretive program.

6. Do you propose to any additional interpretive elements or services? If yes, provide details.

6. Are additional interpretive program elements proposed?	X	Yes		No
Applicant Statements (reference page number):Prospectus Application, page 14-states: See Attachment #11				
Comments: Attachment #11 is two brochures, the first discusses The Ocean Fund, which provides grants to support a healthy marine environment. The second discusses the Offerors program titled: Save the Waves” which addresses pollution minimization. It appears that neither program involves improved interpretive programming.				

Cr. 4b. Summary	X	Superior		Successful		Not Successful
Summary Comments on this Factor: This element does offer more than the minimal interpretive programming for children’s activities and making available interpretive materials prior to entry into Glacier Bay. The guest lecture program, if instituted, would enhance the existing program.						

CRITERION 5A. THE OFFEROR AGREES TO SUBMIT A POLLUTION MINIMIZATION PLAN

1. Do you agree to submit the required *Pollution Minimization Plan* as part of your application and, after approval, implement the plan as approved? If yes, attach the plan (see Criteria 5B for additional elements which may be included).

1. Does the offeror agree to submit the required <i>Pollution Minimization Plan</i> as part of your application and, after approval, implement the plan as approved?	X	Yes		No
Applicant Statements (reference page number): Application, Attachment 12, 13, 14				
Comments:				

1a. Was an adequate pollution minimization plan provided?	X	Yes		No
<p>Applicant Statements (reference page number): Attachment 12</p> <p>Safety and Quality Management system mandates internal and external audits. Elected to have third party verification of above</p> <p>Air Quality</p> <ul style="list-style-type: none"> • Vision class of ships able to almost always operate below opacity levels established • Legend and Rhapsody operated in Alaska in 1997 w/o violations • Closed circuit TV monitoring of stack emissions • Video recorders on monitoring devices (Attachment 13) • Burn only diesel/gas distillate in park (switch from Marine Fuel Oil to Diesel Oil) • No incinerators or boilers used in park • Engine timing modified to reduce NOX emissions • Number of engines minimized; 2 used (Attachment 13) • Engines have 2 fuel injectors which allows more complete combustion (Attachment 13) • Load kept as high as possible • Additional engines not started without permission of Chief Engineer • Fuel efficiency monitored by measuring grams of fuel burned per kilowatts-hour produced for each engine (Attachment 13) <p>Underwater Noise</p> <ul style="list-style-type: none"> • Underwater noise at speed less than 10 knots function of internal machinery and activities. • Internal activities curtailed/cancelled (PA, casinos, shops) • Engines, fans, pumps, compressors are shock mounted • Silencers installed in ventilation duct system • Floating floors, damping layers and special mountings of walls, panels abate sound • Number of engines minimized <p>Oil Spill Response</p> <ul style="list-style-type: none"> • SOPEP on board (Attachment 14) • Oil spill kit includes equipment capable of containing or deflecting a small oil spill (Attachment 13) • External auditors evaluating oil spill equipment on board (Attachment 13) • Length of boom carried is normally 1 ¼ times the length of the ship (Attachment 13) 				
<p>Comments:</p> <p>Offeror has implemented standard equipment and practices to reduce stack emissions and underwater noise including reducing number of engines, uses low sulfur fuel (less than 2%), operating at high loads, resilient mounted engines. Offeror did not discuss oil spill response capability in the PMP, although information was gleaned from Attachment 14 (responses to questions). Oil spill response capabilities are standard. Offeror describes air quality monitoring techniques, but no underwater noise monitoring techniques and no mechanisms by which NPS could verify that offeror employed techniques, methods, equipment described.</p>				

Cr. 5a. Summary		Superior	X	Successful		Not Successful
Summary Comments on this Factor: The offeror describes standard, minimum actions designed to reduce air, underwater noise, and water pollution.						

CRITERION 5B. THE OFFEROR PROPOSES TO MINIMIZE ENVIRONMENTAL IMPACT IN THE PARK.

Offerors should address in their proposal measures they would take which go beyond law and regulation to further minimize or eliminate these environmental impacts while operating in the park (Address each item as an element of the *Pollution Minimization Plan* required in 5A.). [These include Stack emissions, Discharge into park waters, Underwater noise, Wildlife (Harbor Seals, Sea Birds, Sea Bird Nesting Colonies), Litter, Shipboard noise, Helicopters.]

Did the Offeror address in their proposal measures they would take which go beyond law and regulation to further minimize or eliminate these environmental impacts while operating in the park ?	X	Yes		No
Applicant Statements (reference page number): Attachment 12				
<ul style="list-style-type: none"> • Discharge prohibited in park waters (gray water, black water, oily water separator treated water, incinerator ash) • Five miles before ship arrives in park, discharges stopped, electrical load is evaluated, engines minimized, engines switched from marine fuel oil to diesel oil, deck signage placed) • Photo shop equipment modified to prevent gray water discharge • Deck and superstructure cleaners evaluated to minimize environmental impact • Crew members trained to avoid feeding or disturbing wildlife • Ship track lines laid out on nautical charts to avoid seal pupping areas • Signage posted on weather decks to reduce litter • Save The Waves program – explained to crew and passengers to ensure nothing is discharged overboard • Each crewmember in contact with passengers wears a Save The Wave button • PA announcements not made unless permission of park ranger • No helicopter operations used in conjunction with visits. 				
Comments: The offeror has implemented numerous actions to reduce littering and waster accumulation. The Saves the Waves program likely reduces littering and wildlife disturbance by both crew and passengers.				

1. Do you offer to provide baseline data from your vessel(s), such as stack emission opacity or noise levels? If yes, describe in detail the nature and format of the data, procedures for data submission and constraints, if any, for data use or distribution.

1. Does the offeror offer to provide baseline data from their vessel(s)?		Yes	X	No
Applicant Statements (reference page number):				

Comments:

1a. If yes, did the offeror describe the nature and format of the data, procedures for data submission and constraints, if any, for data use or distribution?		Yes		No
Applicant Statements (reference page number):				
Comments:				

Cr. 5b. Summary		Superior	X	Successful		Not Successful
Summary Comments on this Factor: The offeror describes several actions implemented beyond existing laws and regulations designed to reduce environmental impacts. The offeror does not agree to collect and/or provide baseline data to NPS. NPS could request access to opacity monitoring videos and information on fuel consumption rates.						

CRITERION 6A. THE OFFEROR’S PAST RECORD RELATED TO MARINE CASUALTIES, VIOLATION NOTICES AND FOOD SERVICE SANITATION.

The past record of marine casualties, violation notices and food service sanitation reports for *each cruise ship* must be included in the offeror’s proposal. If there is less than a complete record for the time period described for any ship included in the proposal, establish a record for the company as a whole by providing the information requested for the company, including all cruise ships operated by the company.

1. Has the offeror had any reportable marine casualties (as defined by USCG regulations), including but not limited to grounding, loss of primary propulsion, collision, flooding, capsizing, fire, explosion, loss of life or reportable injury for the period beginning three years prior to the date this prospectus was issued through the present¹? If yes, submit a copy of the official report (U.S. Coast Guard or other), except for injuries (submit a brief summary, including reason for each injury).

1. Has the offeror had any reportable marine casualties?	X	Yes		No
Applicant Statements (reference page number): See page 15 (unnumbered), where the applicant affirms reportable marine casualties and refers reader to Attachment #15. Attachment #15 summarizes 9 reportable marine casualties for the Rhapsody of the Seas, and 4 reportable casualties for the Vision of the Seas.				

¹ Information which comes to the attention of the National Park Service for the period of time after a prospectus is issued but prior to the actual award of a permit will be considered in the selection process.

Comments: Both vessels are new since 1997

1a. Were copies of the reports submitted?		Yes	X	No
Applicant Statements (reference page number): Attachment #15 only contains summary information, and no reference to USCG or other official reports.				
Comments: It is unclear whether reports are available for all of the incidents summarized in Attachment #15. Several of these incidents appear to have occurred outside the US, or may not be reportable. Locations are not provided.				
Analysis: The reported incidents are relatively minor in nature and somewhat seem to reflect mechanical and operational problems associated with initial shakedown cruises of new vessels/crew.				

1b. Did a background check identify any additional casualties?		Yes	X	No
Applicant Statements (reference page number):				
Comments: Two USCG reports were received on the Rhapsody of the Seas. The applicant in their summary reported both incidents. One of the incidents – a collision with a ferryboat while berthing in Curacao on 2/17/98 – was not deemed reportable by USCG. The second involved a missing person/passenger.				

2. Has the offeror received citations or notices of violation received from, or criminal information or indictments filed by local, state, or federal authorities in the United States, regardless of the outcome, for the period beginning three years prior to the date this prospectus was issued through the present? If yes, submit a copy of the citation, indictment, etc., and an explanation of the violation, settlement, penalty (if any), and any corrective actions taken by the offeror.

2. Did the offeror report any such citations, notices of violation, etc.?	X	Yes		No
<p>Applicant Statements (reference page number): Applicant answered affirmatively to Question 6.A.2 and referred to Attachment 16 for explanation. Attachment 16 describes a June, 1998 plea agreement between Royal Caribbean Cruises and the US Department of Justice on 8 of 11 felony counts stemming from 1994 and earlier years. The applicant states “The indictment alleged, among other things, that the Company conspired through 1994 to illegally discharge bilge water containing oil from its ships; that the Company presented a false oil record book to the U. S. Coast Guard; that one of the Company’s vessels illegally discharged bilge water that contained oil in 1994; that the Company failed to immediately notify the appropriate authorities of such discharge; and that employees made false statements to the U. S. Coast Guard and otherwise obstructed the U. S. investigation of the incident.” Copies of the indictments were provided; the plea agreement was not.</p> <p>The applicant stated that under the terms of the plea agreement, Royal Caribbean agreed to pay \$ 9 million to the U. S. Govt, \$ 1 M of which will be paid to the National Fish and Wildlife Foundation to fund environmental projects. The applicant also stated that, “pursuant to the terms of the plea agreement, the Company will develop an Environmental Compliance Program which shall include provisions addressing compliance with laws regulating the treatment and disposal of all waste streams.” The applicant goes on to describe additional actions taken since 1995 to improve environmental compliance programs and support marine research and education projects through direct funding.</p>				
<p>Comments: t is not clear which of the 8 counts the applicant plead guilty to in the plea agreement. However, all of the counts were felonies representing serious violations of environmental laws.</p>				

2a. Were copies of the reports submitted?	X	Yes		No
<p>Applicant Statements (reference page number): Attachment 16, as described above, adequately described the violations.</p>				
<p>Comments:</p>				

2b. Did a background check identify any additional violations?	X	Yes		No
<p>Applicant Statements (reference page number):</p>				
<p>Comments: USCG records report 2 additional violations for cruise ships operated by Royal Caribbean, both for oil spills. The most recent incident involved the MV Sun Dream on 2/28/97 where a fine of \$1,000 was paid; the second incident involved the MV Viking Serronade on 9/30/96 where a fine of \$250 was paid. Given the fine amounts, these are presumed to be relatively small spills. Neither of these ships are proposed by the applicant, which may account for the non-reporting of the violations.</p>				

3. Has the offeror received any unsatisfactory food service sanitation inspection reports from the U.S. Public Health Service for the period beginning two years prior to the date this prospectus was issued through the present? If yes, submit the reports for these inspections and a summary of any corrective actions taken by the offeror.

3. Did the offeror any unsatisfactory food service sanitation inspection reports?	X	Yes		No
Applicant Statements (reference page number): On page 15 (unnumbered) the applicant answers affirmatively and explains that there have been only 2 occasions where any of their 12 ships failed an inspection during the reporting period, neither ship of which is proposed for entry into Glacier Bay. Attachment 17 provides copies of the inspection reports for the two vessels that failed inspections; Attachment 18 provides copies of the inspection reports for the 2 vessels proposed for entry into Glacier Bay.				
Comments: Inspection reports for the vessels proposed for entry indicate high scores, well above the minimum score of 85.				

3a. Were copies of the reports submitted?	X	Yes		No
Applicant Statements (reference page number): See 2a, above.				
Comments:				

3b. Did a background check identify any additional unsatisfactory reports?		Yes	X	No
Applicant Statements (reference page number):				
Comments: Verification checks with U. S. Public Health Service confirmed applicant's information.				

Cr. 6a. Summary		Superior	X	Successful		Not Successful
<p>Summary Comments on this Factor:</p> <p>The applicant is considered successful in meeting this criterion. Royal Caribbean reported 13 marine casualties and 2 unsatisfactory food service ratings; USCG records confirmed two unreported oil spill violations. However, none of the marine casualty incidents or violations are particularly egregious, nor do they indicate a pattern of neglect or non-compliance. In June 1998, Royal Caribbean concluded a plea agreement with the Department of Justice on 8 felony counts for violations of the Oil Pollution Control Act and paid penalties/restitution of \$ 9 million dollars. Because the actual violations of the law occurred in 1994 - outside the 3-year reporting period specified in the prospectus – they are not considered in this evaluation. Moreover, neither of the ships proposed by the applicant for entry into Glacier Bay National Park was involved in the violations. The plea agreement required Royal Caribbean to develop an environmental compliance-monitoring program. It is clear that Royal Caribbean is acting to prevent similar incidents and is making significant commitments to protecting the oceans/marine environment.</p>						

CRITERION 6B. NONE

• **PRINCIPAL FACTOR 3. THE OFFEROR'S FINANCIAL CAPABILITY**

CRITERION 7A. THE OFFEROR DEMONSTRATES THAT NEEDED FUNDING (EQUITY AND/OR BORROWED) IS AVAILABLE AND IS DEMONSTRATED TO BE SUPPORTABLE WITHIN THE INCOME STATEMENT AND BALANCE SHEETS REQUIRED.

1. Provide the following information:

- a. For OFFERORS and CONCESSIONERS provide the latest financial statement for themselves and their parent company (if any) including the notes to the statements or similar explanatory material and the related audit report.
- b. For corporations, partnerships, or others that are OFFERORS, or that propose to provide the services or part of the services required: Provide the latest financial statement available including the notes to the statement or similar explanatory material and the related audit report.
- c. Sole proprietors and unconventional lenders and proposed individual investors: Provide personal financial statements.

1. Was the appropriate information provided?	X	Yes		No
Applicant Statements (reference page number): RCCL 1997 Annual Report				
Comments: Required information provided.				

2. Identify the source(s) of all needed funds. Document the source and availability of all funds with current audited financial statements, financing agreements, letters of commitment, and similar supporting documents from all sources. Present compelling evidence of offeror's ability to obtain the necessary funds. Be specific. Identify all sources and provide complete documentation. Explain fully the financial arrangements you propose to use.

- a. If funds are to be obtained from individuals, provide a current personal financial statement, documentation of assets to be sold, commitments from lenders, or other assurances that meet the need to make a compelling demonstration that the funds are available and committed.
- b. Funds from other sources must be supported by a current, audited balance sheet and income statement and whatever supporting documents are needed to provide compelling evidence that funds are available and committed.
- c. Funds obtained by the sale of assets must be supported by a description and condition of the assets and any encumbrances on those assets and/or the proceeds of their sale. Also, the condition of the market for such items should be indicated in a way that identifies both the ability to sell the asset at the necessary time and the ability to sell at a price sufficient to meet funding expectations. Qualified appraisals and other professional estimates of value must be provided. You must prove in a compelling way that the asset will yield the necessary funds at the necessary time.

2. Were funding sources identified?	X	Yes		No
Applicant Statements (reference page number): See #1, above				
Comments: See #1, above				

3. Describe how your financing arrangements, taken as a whole, are advantageous terms for financing that both balance the financial interests of the NPS in this PERMIT and the need for a soundly financed concessioner with the least number of financing issues to be negotiated in the future.

3. Were financing arrangements adequately described?		Yes		No
Applicant Statements (reference page number): See #1, above				
Comments: See #1, above				

Cr. 7a. Summary		Superior	X	Successful		Not Successful
Summary Comments on this Factor: They already have the ship required for the Glacier Bay service proposed. Required information provided. RCCL appears to be an on-going cruise ship operator.						

CRITERION 7B. NONE.

SECONDARY FACTOR(S). FRANCHISE FEE OFFERED ABOVE THE MINIMUM

CRITERION 8A. NONE

CRITERION 8B. A FRANCHISE FEE ABOVE THE LEVEL REQUIRED AT CRITERION 3A IS OFFERED.

A franchise fee offer above the required level will be a secondary factor as explained by the terms of PL 89-249 (and Public Law 104-333, Section 704, below²). Secondary factors will be used in the evaluation of offers when a

²Public Law 104-333, Section 704, states: "Fees paid by certain permittees for the privilege of entering into Glacier Bay shall not exceed \$5 per passenger. For the purposes of this subsection, 'certain permittee' shall mean a permittee which provides overnight accommodations for at least 500 passengers for an itinerary of at least 3 nights". Therefore, the NPS may not be able to accept a higher franchise fee from applicants who fit the definition of 'certain permittee', but may accept such an offer from other applicants.

selection of the best offer cannot otherwise be made from the results of evaluating the three primary factors. Public Law 89-249, Section 3(d) and 36 CFR Part 51.4b(3), (Both are included in the Appendix) provides guidance as to franchise fees.

1. Do you propose to offer a franchise fee above the level required at Criterion 3A?

1. Was a higher franchise fee offered? If yes, enter fee offered under "Applicant Statements".		Yes	X	No
Applicant Statements (reference page number):				
Comments: With current law, a higher fee would not be accepted from this operator.				

Cr. 8b. Summary		Superior	X	Successful		Not Successful
Summary Comments on this Factor: A higher fee was not offered, nor would one be accepted under current law.						

This document accurately reflects the panel members evaluation of this offer.

Dave Nemeth /s/ Dave Nemeth	Stephen Crabtree /s/ Stephen Crabtree
Jerry Case /s/ Jerry Case	Randy King /s/ Randy King
Mary Beth Moss /s/ Mary Beth Moss	

End