

ATTACHMENT J-4-b

Mission Support Contract Performance Evaluation and Measurement Plan

The Performance Evaluation and Measurement Plan (PEMP) details the administration of performance incentives and allocation of total available fee as defined in Section B, Supplies or Services and Prices/Costs.

1. PERFORMANCE INCENTIVES

Each performance incentive will set forth the specific requirements, criteria and/or specifications for acceptable performance of an outcome and the amount of fee assigned to the individual performance incentive.

2. ALLOCATION OF AVAILABLE FEE

Because the services to be determined under this contract directly support the mission contractors, and because such services are integral to the environmental cleanup mission at Hanford, DOE will heavily weight the assignment of fee toward the following strategic objectives of the contract:

a. Site Integration

Success of the site integration function in the MSC is key to the Hanford mission. As such, there are opportunities that can be leveraged, such as sitewide ISMS, sitewide business systems, common safety procedures, centralized, standardized emergency management response, etc. The objective is for MSA to provide leadership to the Hanford Site contractors to take advantage of opportunities for site integration at a level that was heretofore not feasible. The key strategic outcomes include:

- The consistent application of ESH&Q approach to improve worker safety
- Assurance that work is aligned with the appropriate contracts (confirm that J-3 table is assigned appropriately among contractors)
- The realization of efficiencies through consolidation and integration

b. Enable Site Cleanup

Enable mission contractors to achieve their cleanup mission by aligning (right-sizing/optimizing) and providing site utilities, infrastructure, and services at the levels required. The key strategic outcomes include:

- Enabling site contractors to achieve quality, timeliness, and cost of site cleanup
- Delivering timely service that supports customer key milestones and regulatory commitments

c. Safety and Security

In the execution of the MSC scope, it is vital to ensure that work control and planning utilize the guiding principles and core functions of the integrated safety management system (ISMS), demonstrate continuous improvement safety culture to affect transformational changes to overall safety management programs, and effectively implement corrective actions to prevent or reduce reoccurring events (as well as declining MSA or MSA subcontractor-caused DART/TRC rate or radiological event from the FY10). It is also important to have an effective contractor assurance system in place that proactively identifies performance issues through monitoring and analysis of leading indicators.

d. Site Stewardship

Provide sitewide, integrated stewardship for the Hanford Site:

- Ensure centralized planning for land use on the Hanford Site in the most effective and efficient way for the Government
- Implement energy initiatives and conservation measures in support of the Executive Orders
- Develop systems and procedures for transferring land into the Interim Transition and Long-term Stewardship Program from cleanup contractors once cleanup is complete

3. PERFORMANCE INCENTIVES MEASUREMENT TYPES

Each performance incentive may have a distinct fee structure to incentivize maximum performance and resource utilization by the contractor. Individual performance incentives may require the contractor to exceed approved baseline performance to earn 100% of the fee allocated to that performance incentive. DOE is not limited to the following list of fee structure methods and may combine elements of multiple fee structures. Regardless of the fee structure method used, payment of fee is subject to the fee reduction terms of this contract, and fee determining official (FDO) approval that the contractor has achieved the stated outcome for the specific performance incentive.

- a. Straight-line Method: This method provides a 100% incremental fee for completion of the performance incentive prior to the expiration of the contract period.
- b. Declining Method: This method provides 100% incremental fee for completion of the performance incentive by a specific date and/or milestone, but the percentage is reduced incrementally beyond that event. The specific percentage of reduction and corresponding time or specific milestones triggering the reductions are defined within the performance incentive.
- c. Terminal Method: This method provides 100% incremental fee for completion of the performance incentive prior to a specific date and/or milestone; however, the contractor will forfeit 100% of the fee allocated to the performance incentive for completion of the performance incentive after the passing of the specific date and/or milestone as defined within the performance incentive.

- d. **Performance Incentive Provisional Dependent Method:** This method provides the contractor the opportunity to earn only provisional fee until completion of a specific milestone, a separate performance incentive or multiple performance incentives, upon which the fee becomes progress or final. For example, the contractor may complete performance incentive 1, earn 90% of the fee as provisional, then complete performance incentive 2 and earn the associated fee for performance incentive 2, as well as convert the provisional fee earned for performance incentive 1 to an incremental fee.
- e. **Subjective Method:** DOE will evaluate the subjective performance incentive in accordance with the table below. Additionally, the evaluation of all incentives will include a subjective determination regarding quality and effectiveness.

Table 3.1, Performance Incentive Ratings and Definitions

Adjectival Rating	Definition	Percentage of Fee Earned
Excellent	Contractor has exceeded almost all of the completion criteria in the subjective performance incentive, including overall cost, schedule, and technical performance requirements of the contract for this evaluation period. Contractor's work is highly professional. Contractor solves problems with very little, if any, Government involvement. Contractor is proactive and takes an aggressive approach in identifying problems and their resolution, including those identified in the risk management process, with a substantial emphasis on performing quality work in a safe manner within cost/schedule requirements. No significant re-work.	91% to 100%
Very Good	Contractor has exceeded many of the completion criteria in the subjective performance incentive, including overall cost, schedule, and technical performance requirements of the contract for this evaluation period. Contractor solves problems with minimal Government involvement. Contractor is usually proactive and demonstrates an aggressive approach in identifying problems and their resolution, including those identified in the risk management process, with an emphasis on performing quality work in a safe manner within cost/schedule requirements. Problems are usually self-identified and resolution is self-initiated. Some limited, low-impact rework within normal expectations.	76% to 90%
Good	Contractor has exceeded some of the completion criteria in the subjective performance incentive, including overall cost, schedule, and technical performance requirements of the contract for this evaluation period. Contractor is able to solve basic problems with adequate emphasis on performing quality work in a safe manner within cost/schedule objectives. The rating within this range will be determined by level of necessary Government involvement in problem resolution, including those problems identified in the risk management process, and extent to which the performance problem is self-identified vs. Government-identified. Some rework required that unfavorably impacted cost and/or schedule.	51% to 75%
Satisfactory	Contractor has met overall cost, schedule, and technical performance requirements of the contract for this evaluation period. Contractor has some difficulty solving basic problems, and cost, schedule, safety, and technical performance needs improvement to avoid further performance risk. Government involvement in problem resolution, including those problems identified in the risk management process, is necessary. Excessive rework required that unfavorably impacted cost and/or schedule.	≤ 50%
Unsatisfactory	Contractor has failed to meet overall cost, schedule, and technical performance requirements of the contract for this evaluation period. Contractor does not demonstrate an emphasis on performing quality work in a safe manner within cost/schedule objectives. Contractor is unable to solve problems and Government involvement in problem resolution, including those problems identified in the risk management process, is necessary. Excessive rework required that had significant unfavorable impact on cost and/or schedule.	0%

- f. **Target Method:** This method provides for the initially negotiated fee to be adjusted later by a formula based on the relationship of performance incentives against the baseline. This method specifies a target baseline performance, a target fee, minimum and maximum fees, and a fee adjustment formula. After performance, the fee payable is determined in accordance with the formula. The formula provides, within limits, for increases in fee above target fee when baseline performance is exceeded, and decreases in fee below target fee when baseline performance is not achieved. This increase or decrease is intended to provide an incentive for the contractor to manage the contract effectively.

4. PERFORMANCE INCENTIVE FEE CALCULATION METHODOLOGY

Table 4.1, Fee Calculation Methodology - Objective Performance Incentive

		(a)	(b)	(c)
Strategic Area	Strategic Objective (abbreviated)	Percent Fee Allocation	Fraction of Fee Earned	Total (a) x (b)
1.0a: Site Integration	Integrated sitewide business safety and service functions.	8%		
1.0b: Site Integration	An integrated sitewide safety program.	5%		
1.0c: Site Integration	Accelerated cleanup and reduced life cycle costs.	6%		
2.0a: Enable Site Cleanup	A reduced EM footprint – ISAP (IR/CM).	8%		
2.0b: Enable Site Cleanup	A reduced EM footprint – ISAP (SI&U).	8%		
2.0c: Enable Site Cleanup	Satisfied cleanup contractors.	15%		
2.0d: Enable Site Cleanup	Trained workforce.	2%		
3.0a: Safety and Security	Robust security, fire and emergency preparedness.	6%		
3.0b: Safety and Security	An effective cyber security system.	2%		
4.0a: Site Stewardship	An enhanced environmental compliance program, completed CERCLA five-year review, and compliant energy-saving initiatives.	8%		
4.0b: Site Stewardship	Comprehensive and compliant land use planning.	2%		
Sum Totals:		70%		(d)
Maximum Fee Allocation (Total Fee Available X 70%): \$18,294,578				
Total Fee Earned = Maximum Fee Allocation x Sum Total (d): \$xxxxx				

Table 4.2, Fee Calculation Methodology - Subjective Performance Incentive

	(a)	(b)	(c)	(d)
Strategic Area	Weighting	Adjectival Rating (from Table 3.1)	Percentage of Fee Earned	Total (a) x (c)
Cost Savings	25%			
Contract Change Administration				
Performance Excellence and Continuous Improvement				
Site Safety Management	5%			
Sum Totals:	30%			(e)
Maximum Fee Allocation (Total Fee Available X 30%): \$7,840,534.00				
Total Fee Earned = Maximum Fee Allocation x Sum Total (e): \$xxxxx				

Table 4.3, Total Fee Calculation

Incentive Types	Total Fee Earned
Objective Total (from Table 4.1)	(a)
Subjective Total (from Table 4.2)	(b)
Total = (a) + (b)	

a. Objective Performance Incentives

For the purpose of fee evaluation, savings achieved as a result of innovations implemented in objective PIs will be considered for cost savings in the subjective PIs.

Table 4.4, Objective Performance Incentives

STRATEGIC AREA	STRATEGIC OBJECTIVES	ANNUAL/MULTIYEAR INCENTIVES	FY11 COMPLETION CRITERIA
<p><i>Fee determination and payment will be made in accordance with the Section B clause entitled Fee Determination and Payment. The completion criteria for objective incentives consist of the completion of specified activities. The completion criteria for subjective incentives are focused on the achievement of high-level strategies, outcomes, and envisioned end states. The evaluation of all incentives will include a subjective determination regarding quality and effectiveness.</i></p>			
<p>1.0a: Site Integration EM Goal #6</p>	<p>Integrated sitewide business, safety, and service functions that support the Hanford vision.</p>	<p>Identify opportunities for sitewide integration and collaborate with other Hanford contractors to implement solutions.</p>	<ul style="list-style-type: none"> • By January 31, 2011, in collaboration with other Hanford contractors, propose for DOE's approval four opportunities for integration and implementation. • By September 30, 2011, implement at least two of the DOE-approved opportunities.
<p>1.0b: Site Integration EM Goal #5</p>	<p>An integrated sitewide safety program.</p>	<p>Develop FY11 standardized safety processes and associated training programs.</p>	<ul style="list-style-type: none"> • By September 30, 2011, deploy a fully operational sitewide industrial hygiene database, • By September 30, 2011, implement the following FY10 standards: HAZWOPER, and LOTO Revision 1. •
<p>1.0c: Site Integration EM Goal #4</p>	<p>Accelerated schedule for sitewide cleanup and reduced life cycle costs.</p>	<p>Develop a strategy for accelerating the schedule for cleanup of the Hanford Site utilizing a sitewide life cycle baseline that reduces the life cycle costs.</p>	<p>Optimization of Hanford sitewide life cycle:</p> <ul style="list-style-type: none"> • By August 1, 2011, develop a fully integrated sitewide, logic-linked planning case to meet the requirements of TPA Milestone M-036-01.. • By September 30, 2011, demonstrate ability to run major planning cases through the production of the life cycle scope, schedule, and cost report. • Identify and analyze four fundamental technical improvements in the sitewide life cycle baseline: <ul style="list-style-type: none"> - Submit the four cases to DOE for their review. - Submit a preliminary assessment to DOE of the four cases and demonstrate which ones are to be fully evaluated. - Provide a draft baseline change proposal for each of the cases recommended for complete analysis. - By September 30, 2011, provide DOE with the final baseline change proposals for each of the four improvement areas. <p>Complete an accurate Hanford Site physical configuration:</p> <ul style="list-style-type: none"> • By April 1, 2011, provide a comprehensive inventory of all structures, wells, barriers, waste sites, and other cleanup objects, and identify attributes (size, location, ownership, life cycle status, etc.) based on available data. • By July 1, 2011, complete an alternatives analysis, where needed, to fully populate the attributes identified based on available data. • By July 1, 2011, perform and document a gap analysis between the existing data quality and the required data quality for all required attributes. Submit a fully coordinated plan, including cost estimate and resource-loaded schedule reflecting all actions necessary to implement improvement initiatives identified in the gap analysis. • By September 30, 2011, provide documented change procedures for authoritative data sources for all required attributes. Where the data sources are within the control of the MSA, the change procedures shall be written and implemented. Where data sources are not within the control of the MSA, perform and provide an assessment of the subject contractor's change procedures.
<p>2.0a: Enable Site Cleanup EM Goal #3</p>	<p>A reduced EM footprint.</p>	<p>Implement the Infrastructure and Services Alignment Plan (ISAP) to shrink the cleanup footprint and meet mission needs – Information Resources/Content Management.</p>	<ul style="list-style-type: none"> • By December 31, 2010, complete a thin client pilot. • By January 31, 2011, if pilot is successful, establish a thin client alternative for the HLAN standard desktop. • By September 30, 2011, procure and replace a minimum of 30% of standard desktops (not including laptops or special purpose desktops) within Site HLAN users that are due for a "refresh," using the thin client standard. • By April 30, 2011, establish a pilot SharePoint or similar environment for collaboration with non-HLAN-based entities. • By July 30, 2011, complete an engineering solution for all special circuits associated with the 5ESS phone switch. • By June 30, 2011, implement external access to a limited set of compatible HLAN applications to DOE approved Hanford Stakeholders. The applications will be limited to those listed on page 6 of the Visitor HLAN Computer Access form. Existing two-factor remote access authentication will be leveraged and accesses will be restricted to the approved compatible applications. The applications will be available from non-HLAN imaged computers via proper remote authentication. • By September 30, 2011, complete the following: <ul style="list-style-type: none"> - Eliminate 20% of the identified MSA redundant information systems (of those remaining following the completion of the FY10 PI on redundant systems). - Implement VoIP and remove all analog and ISDN telephone services from the 5ESS phone switch, excluding special circuits. - Digitize and index as electronic record the GE photo collection and transfer hard copy to NARA. •
<p>2.0b: Enable Site Cleanup EM Goal #3</p>	<p>A reduced EM footprint.</p>	<p>Implement the Infrastructure and Services Alignment Plan (ISAP) to shrink the cleanup footprint and meet mission needs – Site Infrastructure and Utilities.</p>	<ul style="list-style-type: none"> • By January 31, 2011, identify and submit a list of inactive, charged water lines prioritized by environmental risk, and a schedule for removal. • By September 30, 2011, based on DOE approval, eliminate at least four inactive, charged water system lines that are no longer required to support the site mission. • By September 30, 2011, implement all FY11 activities of the MSA-developed WSCF "best in class" plan as approved and funded by RL. • By September 30, 2011, complete FY11 construction activities for project L-691, Construct Sewer Lagoon in 200 West, in accordance with the project schedule.* • By September 30, 2011, completion of the design for L-311, 200 West Area Raw Water Reservoir, in accordance with the project schedule,* .

STRATEGIC AREA	STRATEGIC OBJECTIVES	ANNUAL/MULTIYEAR INCENTIVES	FY11 COMPLETION CRITERIA
			*Note: Project schedule is based on the October 25, 2010 baseline submittal as approved by DOE.
2.0c: Enable Site Cleanup EM Goal #6	Satisfied cleanup contractors.	Deliver services effectively and efficiently at the level required by mission contractors.	Note: DOE will conduct periodic assessments of customer satisfaction in areas such as service level agreements, 90-day look-aheads, service desk performance, customer client surveys, and support provided to DOE organizations and other Hanford Site contractors. <ul style="list-style-type: none"> By July 31, 2011, develop and deliver forecast of service level requirements for out-years. Demonstrate that MSA worked closely with the other Hanford contractors to develop a credible sitewide process, including quarterly reviews of planned vs. actual usage, to incentivize providing accurate contractor estimates. Demonstrate improvements in forecast of service level requirements over FY10 forecasts. By September 30, 2011, receive an overall satisfaction rating of 4.3 or higher out of 5.0 on overall customer satisfaction ratings (service catalog requests). Utilize monthly project review with customers to confirm deliverables in a 90-day look-ahead, and demonstrate that 90% of key customer deliverables were met on a quarterly basis. By September 30, 2011, document five cases where MSA provided exceptional service in response to customer needs beyond normal day-to-day operational service levels to support other Hanford contractors' major projects/milestones/performance incentive goals. By September 30, 2011, meet or exceed the performance target contained in each service level agreement on an average annual basis.
2.0d: Enable Site Cleanup EM Goal #7	Trained workforce.	Support the training requirements of the Hanford contractors to successfully complete the ARRA workscope and the 2015 Hanford Site cleanup vision.	<ul style="list-style-type: none"> Provide facility, equipment, instructors, and training programs for the standardized safety training identified in the J-3 table in order to meet 95% of the scheduled training sessions, excluding unforeseen impacts (i.e., weather, power outages, emergencies, low enrollment cancellations).
3.0a: Safety and Security EM Goal #5	Robust security, fire and emergency preparedness for the Hanford Site that assures personnel, information, and physical security and safety; and material control and accountability.	Implement a protection strategy at the Interim Storage Area (ISA) that reduces annual costs while maintaining high protection effectiveness.	By September 30, 2011, complete the following: <ul style="list-style-type: none"> Document and implement an updated protection strategy at the ISA that further optimizes costs and risk while maintaining a high protection effectiveness. Update Security Incident Response Plan and update Hanford Patrol post orders (procedures). Conduct force-on-force exercises (including at least one validation exercise) that demonstrate an effective protection strategy.
3.0b: Safety and Security EM Goal #7	An effective cyber security system.	Implement proactive cyber security measures to include monitoring logs, penetration testing, vulnerability scanning, and configuration management in accordance with the Program Cyber Security Plan/Program Security Plan.	<ul style="list-style-type: none"> By December 31, 2010, implement a penetration testing program for unclassified cyber security that ensures regularly scheduled penetration testing is conducted. By September 30, 2011, on HLAN applications managed by MSA, demonstrate a reduction in the turnaround time during FY11 between the vendor patch being available and it being patched to standard workstations within five working days or less 95% of the time. For servers, complete the patches within 14 working days of the patch being available from the vendor.
4.0a: Site Stewardship EM Goal #7	An enhanced environmental compliance program, completed CERCLA five-year review, and compliant energy-saving initiatives.	Create a program to establish baselines for RL and ORP workscope and monitor progress toward environmental goals as stated in EOs 13514 and 13423. Finalize the CERCLA five-year review report for submission to EPA. Develop viable green energy, energy management projects, and other initiatives in response to the Secretary's initiatives and Contractor Requirements Document 430.2B, and EO 13423, and deliver these projects to minimize energy use.	<ul style="list-style-type: none"> By September 30, 2011, initiate actions and establish baselines in accordance with EOs 13514 and 13423. By May 1, 2011, submit the draft CERCLA five-year review report to RL for submission to EPA and Ecology, and for posting on the website for public review. By September 30, 2011, coordinate with regulatory agencies, assist in comment resolution from the public, and submit the final CERCLA five-year review report. By December 13, 2010, provide a final list of prioritized energy management projects and initiatives that will be completed in FY11. By July 1, 2011, identify a list of prioritized energy management projects/initiatives for FY12 to FY16. By September 30, 2011, implement FY11 identified energy management projects/initiatives and provide quarterly status reports on progress.
4.0b: Site Stewardship EM Goal #3	Comprehensive and compliant land use planning.	Provide a sitewide, integrated approach to effectively utilize and transition land to interim surveillance and maintenance and to Long-term Stewardship (LTS) Program, enabling the future of the Hanford vision and community progress.	<ul style="list-style-type: none"> Prior to acceptance of any parcels into LTS, successfully pass an RL-conducted operational readiness review to include a review of the LTS transition procedure, checklist, and acceptance criteria. By July 30, 2011, submit a final Central Plateau Area Management Plan that has been coordinated with other Hanford contractors, to include future land use, such as construction of new office buildings. By September 30, 2011, demonstrate the capability to conduct surveillance and maintenance, maintain institutional controls, and protect resources for parcel(s) of land transitioned to LTS from the cleanup contractors.

b. Subjective Performance Incentives

The subjective performance incentives are a performance measurement tool to assess the Mission Support Alliance's (MSA) performance and provide impetus for continuous improvement in important contract areas not covered by the objective incentives. The objective is to ensure that innovations and efficiencies are realized, and that performance excellence and continuous improvements are demonstrated and contribute favorably to safe, compliant, high-quality work performance that supports the cost, schedule, and quality goals of the MSC.

Cost Savings

- Identify cost savings sufficient to perform contract performance baseline scope within the available funding for FY11 funds.
- Should additional savings be realized for the remainder of FY11, utilize these savings to perform work scope as directed by DOE.

Contract Change Administration

- Submit timely, accurate, and complete change order proposals or requests for equitable adjustment proposals that meet all FAR requirements, including compliance with the formatting requirements in FAR 15.408, Table 15-2.
- Upon definitization of contract changes, utilize the internal change control process to incorporate into the PMB.
- Work with DOE in a spirit of cooperation during the negotiation process, including timely submission of requests for additional data, timely counteroffers, and conveying a positive and professional attitude to achieve fair and timely settlement of change order proposals or requests for equitable adjustment.

Performance Excellence and Continuous Improvement

- Identify issues early on that could lead to schedule delay and cost overrun and prompt resolution through proactive risk and issue management processes.
- Deliver an improved ISAP that establishes a framework for management, operational, technical, and safety excellence; identifies gaps in current and future infrastructure needs and develops solutions to close these gaps, including implementation plans; identifies innovations to deliver on proposal and meets Statement of Work requirements with a credible schedule for successful implementation and demonstration; and creates a scalable approach to operate and optimize infrastructure and service delivery, including rapid realignment to right-size infrastructure and services.
- As an integral part of the ISAP, implement a prioritized project list that includes PBS 20, 40, as well as projects funded by sitewide services and other contractors (i.e., operation and maintenance, energy initiatives, reliability projects, etc.) for the contract scope of work that reflects mission needs, compliance, risks, footprint reduction, and life cycle cost reduction.

- Perform accurate and timely spend forecast for effective funds management and scope adjustment, if warranted, using the integrated priority list.
- Measure overall performance under the contract via the use of a comprehensive performance measurement system.
- Operate in a manner conducive to excellence and quality by delivering services across the Hanford Site; coordinating and integrating resources, activities, and interfaces; and maintaining relationships with DOE, customers, and stakeholders based on open, honest, and effective communication.
- Provide leadership to improve management effectiveness, collaborate and participate proactively with customers, value workers, and provide a supportive environment.
- Comply with federal and departmental acquisition regulations, procedures, and guidance (including contract change proposal timeliness and quality pursuant to DOE Policy Flash 2008-39, dated April 25, 2008).
- Comply with contract requirements not covered by other performance incentives.
- Integrate and coordinate all activities required to execute the contract with other Hanford contractors, specifically the timeliness, completeness, and quality of problem identification; and corrective action plans.
- Demonstrate operational excellence in business and financial management by fulfilling contractual obligations in a fiscally responsible manner to include, but not limited to, the use of approved purchasing, estimating, accounting, property, budget, planning, billing, labor, and accounting systems; and the contractor's management of government property.
- Develop and implement a model contractor assurance system (CAS) that proactively identifies performance issues through development and analysis of leading indicators, including development and implementation of a CAS improvement plan for all scope elements identified in DOE Order 226.1 (ESH&Q, Emergency Management, and Safeguards and Security); and deliver an annual report showing documented monthly trends in CAS indicators and representing improvement over the baseline established in FY10. Make this comprehensive CAS/leading indicators approach available as a "best practice" ISM model for the Hanford Site and EM complex for the safe execution of EM's Journey to Excellence goal #5 (improve safety and quality performance towards a goal of zero accidents, incidents, and defects). This CAS shall accomplish the following:
 - Incorporate internal and external lessons learned on CASs and leading indicators to improve work planning and work control activities.
 - Identify recurring and emerging trends.
 - Develop and monitor performance indicators with a goal of achieving safety performance improvement per DOE O 226.1.
 - Demonstrate continuous improvement safety culture to effect transformational changes to overall safety management programs, including human performance initiatives.
 - Complete development of a predictive safety trending model that represents industry standards.

- Effectively implement corrective actions that result in sustainable process improvements resulting in a reduction of recurring events and issues.

Site Safety Management

- Support RL in the effective oversight of the Hanford sitewide Chronic Beryllium Disease Prevention Program and in the implementation and tracking of corrective actions to include:
 - Establish and execute independent sampling capabilities on behalf of DOE.
 - Assist beryllium-affected workers in interactions with site medical provider and workers compensation program.
 - Conduct industrial hygiene oversight pursuant to the DOE Integrated Evaluation Plan as agreed to by RL, ORP, and MSA.
- Lead, plan, and execute the FY11 Integrated Safety Management (ISM) national conference for DOE to include:
 - Execute logistics in a timely and cost-effective manner.
 - Integrate the Energy Facility Contractors Group ISM and DOE ISM champions, and site EM contractors into the event.