

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE	PAGE OF PAGES 1 22
2. AMENDMENT/MODIFICATION NO. 0394	3. EFFECTIVE DATE See Block 16C	4. REQUISITION/PURCHASE REQ. NO. Not Applicable	5. PROJECT NO. (If applicable)
6. ISSUED BY Richland Operations Office U.S. Department of Energy Richland Operations Office P.O. Box 550, MSIN A7-80 Richland WA 99352	CODE 00601	7. ADMINISTERED BY (If other than Item 6)	CODE
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) MISSION SUPPORT ALLIANCE, LLC Attn: JENNIFER JAHNER POST OFFICE BOX 650 RICHLAND WA 993523562		(x) 9A. AMENDMENT OF SOLICITATION NO.	9B. DATED (SEE ITEM 11)
CODE 010605464	FACILITY CODE	x 10A. MODIFICATION OF CONTRACT/ORDER NO. DE-AC06-09RL14728	10B. DATED (SEE ITEM 13) 04/28/2009

**11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS**

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers  is extended.  is not extended.  
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning \_\_\_\_\_ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)  
Not Applicable

**13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.**

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
X	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: Section B.7 (b) Fee Structure and by mutual agreement
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor  is not.  is required to sign this document and return 1 copies to the issuing office.

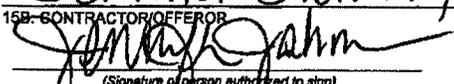
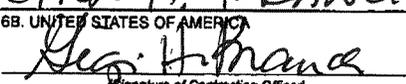
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)  
This modification provides minor changes to Attachment J-4.e, Performance Evaluation and Management Plan and updates the FY 2014 fee allocation amounts for the definitized modifications through July 30, 2014, as reflected in Table B.4-3, Available Award Fee Distribution.

**Attachments:**

- 1) Attachment J Table of Contents
- 2) Attachment J-4.e, Performance Evaluation and Management Plan

This modification does not add additional obligated funds to the contract as the work is incrementally funded. Accordingly, work under the Contract, such as described herein, must Continued ...

Except as provided herein, all terms and conditions of the document referenced in Item 9 A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) Jennifer Jahner, Contracts		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Greg H. Branch	
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)		16B. UNITED STATES OF AMERICA  (Signature of Contracting Officer)	
15C. DATE SIGNED 7/31/14		16C. DATE SIGNED 7/31/14	

**CONTINUATION SHEET**

REFERENCE NO. OF DOCUMENT BEING CONTINUED  
DE-AC06-09RL14728/0394

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NAME OF OFFEROR OR CONTRACTOR  
MISSION SUPPORT ALLIANCE, LLC

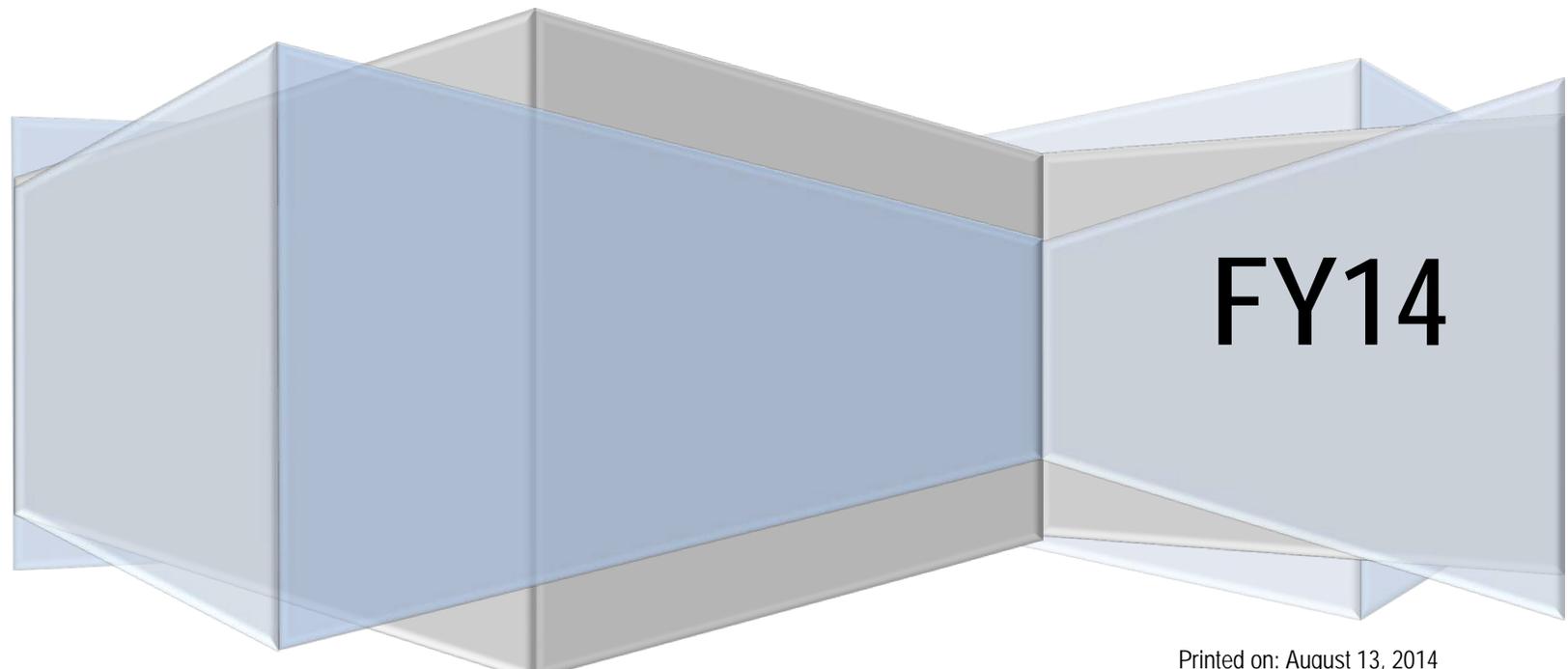
ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	<p>be performed within the amount of funds which have been allotted to the contract in accordance with Clause I.82 FAR 52.232.22 - Limitation of Funds (Apr 1984).</p> <p>By signature on this modification, the Contractor agrees to the following Contractor's Statement of Release:</p> <p>In consideration of this Modification 394 agreed to herein as complete equitable adjustment, the Contractor hereby releases the Government from any and all liability under this contract for further equitable adjustments attributable to such facts or circumstances giving rise to this modification.</p> <p>There are no other changes to the terms and conditions of the contract.</p> <p>Period of Performance: 05/26/2009 to 05/25/2017</p>				

**PART III – LIST OF DOCUMENTS, EXHIBITS, AND OTHER ATTACHMENTS  
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# Mission Support Contract Performance Evaluation and Measurement Plan



**FY14**

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**PEMP ORGANIZATION**

Fee Determining Official ..... Doug Shoop, Acting RL Manager

Award Fee Review Board Chairperson ..... Karen Flynn, Assistant Manager for Mission Support (AMMS)

Award Fee Review Board Members:

- Deputy Program Director ..... Vacant, Deputy AMMS
- Contracting Officer ..... Gigi Branch, MSC Contracting Officer
- Program Manager ..... Jeff Bird, MSC Program Manager
- Contracting Staff Member ..... Tim Corbett, Contract Specialist
- Attorney Staff Member ..... Paul Davis, Attorney
- Financial Management Staff Member ..... Margo Qualheim, Project Controls Officer

Performance Monitors:

- Infrastructure Services/Information Management ..... Sharee Dickinson, ISI Division Director
- Site Stewardship ..... Boyd Hathaway, SSD Division Director
- Safeguards and Emergency Services ..... Corey Low, SES Division Director
- Project Integration Controls ..... Paul Pak, PIC Division Director

## ATTACHMENT J-4-e

### Mission Support Contract FY 2014 Performance Evaluation and Measurement Plan

#### 1. INTRODUCTION

This Performance Evaluation and Measurement Plan (PEMP) contains both objective and subjective performance incentives in order to maximize the efficacy of the Mission Support Contract. The completion criteria for objective incentives consist of the successful 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 completion criteria are based on negotiated integrated priority lists (IPLs) and requisite budget levels commensurate with IPL execution and are subject to adjustment based on actual approved 2014 budget levels. Additionally, specific completion criteria for each respective PI have been established that provide the criteria for the successful completion in terms of measurable deliverables and associated constraints (measurable ranges/delivery dates).

#### 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 areas of the contract:

- a. Effective Site Cleanup - Enable mission contractors to achieve their cleanup mission by providing site utilities, infrastructure, and services at the levels required. The key outcomes include:
  - Enabling site contractors to achieve reduced cost of site cleanup
  - Delivering timely service that supports customer key milestones and regulatory commitments
- b. Efficient Site Cleanup - Realize efficiencies by consolidating, integrating, and centralizing sitewide service functions, safety and security programs, and business functions.
- c. Safe and Secure Operations - Maintain high standards for safe and secure operations.
- d. Site Stewardship - Provide sitewide, integrated stewardship for the Hanford Site.

The objective performance incentives are allocated 70 percent of the available fee and the remaining 30 percent is allocated to the subjective performance incentive.

#### 3. RATINGS

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 performance incentives and satisfying the specific completion criteria. The criteria listed in Table 3.1, Performance Ratings and Definitions, will be used in the evaluation of both objective and subjective incentives. Furthermore, the evaluation of objective incentives will also include a subjective determination regarding quality, timeliness, cost, and effectiveness.

MSA, through the submission of monthly performance incentive reports, shall identify issues potentially affecting the completion of individual performance incentives and the overall success of the contract, with actions taken or recommended to resolve those issues. In the event MSA self-discloses a situation that is incentivized in the PEMP and appropriately self-corrects the situation in a timely manner, fee reduction may be waived by the FDO.

**Table 3.1, Performance Incentive Ratings and Definitions**

Adjectival Rating	Definition	Percentage of Fee Earned
Excellent	Contractor has exceeded almost all of the significant award-fee criteria and has met overall cost, schedule, and technical performance requirements of the contract in the aggregate as defined and measured against the criteria in the award-fee plan for the award-fee 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 significant award-fee criteria and has met overall cost, schedule, and technical performance requirements of the contract in the aggregate as defined and measured against the criteria in the award-fee plan for the award-fee 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 significant award-fee criteria and has met overall cost, schedule, and technical performance requirements of the contract in the aggregate as defined and measured against the criteria in the award-fee plan for the award-fee 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 re-work 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 in the aggregate as defined and measured against the criteria in the award-fee plan for the award-fee 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. Some 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 in the aggregate as defined and measured against the criteria in the award-fee plan for the award-fee 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%

4. FEE CALCULATION METHODOLOGY

Table 4.1, Fee Calculation Methodology

STRATEGIC AREA	ALIGNMENT TO CLEANUP MISSION	PERFORMANCE INCENTIVES		FEE %
1.0: Effective Site Cleanup	<b>Services:</b> Deliver sitewide services to support the cleanup mission.	1.1	Demonstrate MSA's responsiveness and alignment of resources and equipment to meet the cleanup contractors' project requirements in support of key milestones.	20
	<b>Infrastructure:</b> Maintain sitewide reliable infrastructure support to the cleanup mission.	1.2	Operate and maintain infrastructure at the capacity and reliability to best support the Hanford Site mission.	9
	<b>Plateau Remediation:</b> Support PFP D&D project towards slab-on-grade; sludge phase I project activities; and groundwater pump and treat operations, well drilling, and record of decision implementation.	1.3	Provide services to support Plateau remediation.	8
	<b>Tank Farm Ops/Retrieval/WTP:</b> Support tank farm retrievals, 242-A evaporator operations, 222-S laboratory upgrades, and WTP ICD process and requirements.	1.4	Provide services to support tank farms.	7
		1.5	Provide services to support 242-A evaporator.	5
		1.6	Meet the WTP interface control document (ICD) requirements along with the ICD review schedules, issue resolution, and approval process.	3
		1.7	Affect appropriate land segment/facility transitions from WCH to MSA LTS program.	2
2.0: Efficient Site Cleanup	Align resources to efficiently meet site mission needs, strategically align capabilities to the cleanup mission, and implement technologies that reduce cost and improve support for site customers.	2.1	Implement RL approved FY13 training and facilities management business case recommendations.	3
		2.2	Execute an effective forecast of services process with the OHCs that result in inter-contractor forecasting systems integration and allocation of MSA UBS resources aligned to site customer needs.	2
		2.3	Deploy innovative IT applications in the field that result in increased productivity/ efficiencies for cleanup activities.	3
3.0: Safe and Secure Operations	Maintain high standards for safe and secure operations.	3.1	Implement protective force and emergency preparedness enhancements.	3
4.0: Site Stewardship	Comprehensive, cost effective land use planning and transition.	4.1	Provide land conveyance support to RL.	5
<b>Target Objective PI Fee Allocation: (\$18,986,489 X 70% = \$13,290,542)</b>				<b>70</b>
5.0: Comprehensive Performance		5.1	Subjective incentive.	30
<b>Target Subjective PI Fee Allocation: (\$18,986,489 X 30% = \$5,695,947)</b>				<b>30</b>

5. PERFORMANCE INCENTIVES

Table 5.1, FY14 Performance Incentives

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 successful 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, timeliness, cost, and effectiveness.

PERFORMANCE INCENTIVE 1.1				
Optimize costs by demonstrating MSA's responsiveness and alignment of resources and equipment to meet the cleanup contractors' project requirements in support of key milestones.			Fee	20%
Strategic Area 1.0: Effective Site Cleanup				
Alignment to the Cleanup Mission: Deliver sitewide services to support the cleanup mission				

COMPLETION CRITERION 1.1.1					
Validate/reconcile other Hanford contractor's FY14 usage-based service (UBS) that were submitted prior to FY14. Document changes and establish a new UBS baseline if necessary, and communicate to the Contractor Interface Board.				Fee	2%
				Due Date	11/30/13
Measure	Timeliness, quality, and completeness	Performance Level	Excellent Very Good Good	Fee Range	91-100% 76-90% 51-75%
DOE Lead	Jeff Bird				
MSA Lead	PK Brockman				

COMPLETION CRITERION 1.1.2					
If variances from the 10/1/13 UBS baseline of forecasted services are experienced, demonstrate MSA's success in rapidly re-aligning resources to deliver services at the levels required by maintaining ±5% composite over/under liquidation rates of UBS pools. For individual UBS variances that exceed ±5%, demonstrate that MSA worked with OHCs and took corrective actions to the forecasting system.				Fee	5%
				Due Date	9/30/14
Measure	Percent composite over/under liquidation rates of UBS pools	Performance Level	±0-5% ±6-7% >±7%	Fee Range	91-100% 76-90% 0-75%
DOE Lead	Jeff Bird				
MSA Lead	PK Brockman				

COMPLETION CRITERION 1.1.3					
Demonstrate that the following service delivery service level agreement targets were met.				Fee	8%
				Due Date	9/30/14
Measure	See service delivery SLAs below	Performance Level	See below	Fee Range	See below
DOE Lead	Jeff Bird				
MSA Lead	PK Brockman				

Description	Measure	Perform. Level	Fee Range
Analytical Services Analysis	Percent on-time delivery –End on June 30, 2014, when all analyses is completed at WSCF (Reference 14-PRO-0170, dated 3/19/14 and MSA-1401054A R2, dated 5/19/14 )	≥ 90% 85-89% < 85%	91-100% 76-90% 0-75%
Biological Controls (Pest Removal)	Percent 3-business-day completion	≥ 85% 80-84% < 80%	91-100% 76-90% 0-75%

Description	Measure	Perform. Level	Fee Range
Biological Controls (Vegetation)	Percent on-time campaign fulfillment	≥ 85% 80-84% < 80%	91-100% 76-90% 0-75%
Crane and Crew Support (excludes support to tank farms and 242-A evaporator)	Percent 2-business-day turnaround time (standard requests) Percent 1-business-day turnaround time (emergency requests)	≥ 85% 80-84% < 80%	91-100% 76-90% 0-75%
Dosimetry Records Request Fulfillment	Percent 7-business-day turnaround time (FOIA and PA) Percent 45-business-day turnaround time for (EEOICPA)	≥ 90% 85-89% < 85%	91-100% 76-90% 0-75%
Dosimetry External Services	Percent 10-business-day turnaround time (routine exchanges) Percent 30-business-day turnaround time (annual exchanges)	≥ 95% 90-94% < 90%	91-100% 76-90% 0-75%
Fire Protection System Maintenance	Percent completion of scheduled activities	≥ 90% 85-89% < 85%	91-100% 76-90% 0-75%
Fire Protection System Maintenance (PFP)	Percent completion of scheduled activities	≥ 90% 85-89% < 85%	91-100% 76-90% 0-75%
HAMMER - Worker Training Completion Input	Percent 24-hour turnaround time	≥ 95% 90-94% < 90%	91-100% 76-90% 0-75%
Radiological Instrumentation Calibration	Percent 10-day turnaround time	≥ 90% 85-89% < 85%	91-100% 76-90% 0-75%
SAS Access Denial Request Processing	Percent 24-hour turnaround time	≥ 95% 90-94% < 90%	91-100% 76-90% 0-75%
SAS Remote Sensor Continuity	Percent sensor system uptime	≥ 90% 85-89% < 85%	91-100% 76-90% 0-75%

COMPLETION CRITERION 1.1.4						
Provide customer satisfaction for all service catalog requests.					Fee	5%
					Due Date	9/30/14
Measure	Composite average customer satisfaction rating	Performance Level	≥ 4.4 4.3-4.2 < 4.2	Fee Range	91-100% 76- 90% 0- 75%	
DOE Lead	Jeff Bird					
MSA Lead	PK Brockman					

PERFORMANCE INCENTIVE 1.2		
Operate and maintain infrastructure at the capacity and reliability to best support the Hanford Site mission.	Fee	9%
<b>Strategic Area 1.0: Effective Site Cleanup</b>		
<b>Alignment to the Cleanup Mission:</b> Maintain sitewide reliable infrastructure support to the cleanup mission.		

COMPLETION CRITERION 1.2.1					
Implement HNF-54670 (MSA Maintenance Management Program) per the approved implementation schedule.				Fee	2%
				Due Date	9/30/14
Measure	Timeliness, quality, and completeness	Performance Level	Excellent Very Good Good	Fee Range	91-100% 76-90% 51-75%
DOE Lead	Sharee Dickinson				
MSA Lead	Lori Fritz				

COMPLETION CRITERION 1.2.2					
Demonstrate that the following infrastructure service level agreement targets were met.				Fee	3%
				Due Date	9/30/14
Measure	See infrastructure SLAs below	Performance Level	See below	Fee Range	See below
DOE Lead	Jeff Bird				
MSA Lead	PK Brockman				

Description	Measure	Perform. Level	Fee Range
Cyber Security Patching	Percent 7-business-day turnaround time (desktops) Percent 14-business-day turnaround time (databases/servers)	≥ 97% 94-96% < 94%	91-100% 76-90% 0-75%
Emergency Radio / SONET Transport	Percent availability per year	≥ 99% 95-98% < 95%	91-100% 76-90% 0-75%
HLAN Availability	Percent availability per year	≥ 99% 95-98% < 95%	91-100% 76-90% 0-75%

COMPLETION CRITERION 1.2.3					
For the areas of electrical service, facility maintenance, fleet maintenance, water, and tumbleweed removal, develop new service level agreements and begin measuring and recording performance data by 2/1/14. Evaluate the effectiveness of the measure and the calculation methodology for all developmental and institutionalized service level agreements by 8/30/14 to determine if the measures achieved their intended purpose, and propose FY15 performance targets by 9/30/14.				Fee	4%
				Due Date	9/30/14
Measure	Timeliness, quality, and effectiveness	Performance Level	Excellent Very Good Good	Fee Range	91-100% 76-90% 51-75%
DOE Lead	Jeff Bird				
MSA Lead	Lori Fritz				

PERFORMANCE INCENTIVE 1.3		
Provide services to support Plateau remediation.	Fee	8%
<b>Strategic Area 1.0:</b> Effective Site Cleanup		
<b>Alignment to the Cleanup Mission:</b> Support PFP D&D project towards slab-on-grade; sludge Phase I project activities; and groundwater pump and treat operations, well drilling, and record of decision implementation.		

COMPLETION CRITERION 1.3.1						
Demonstrate that target levels were met for dedicated loaned labor requests in support of PFP projects.					Fee	3%
					Due Date	9/30/14
Measure	Percent fulfillment of loaned labor requests	Performance Level	Q1/Q2	Q3/Q4	Fee Range	91-100% 76-90% 0-75%
DOE Lead	Jeff Bird		≥ 90%	≥ 95%		
MSA Lead	Lori Fritz		85-89% < 85%	90-94% < 90%		

COMPLETION CRITERION 1.3.2						
Demonstrate that target levels were met for loaned labor requests in support of spent fuel activities.					Fee	2%
					Due Date	9/30/14
Measure	Percent fulfillment of loaned labor requests	Performance Level			Fee Range	91-100% 76-90% 0-75%
DOE Lead	Jeff Bird		≥ 85%			
MSA Lead	Lori Fritz		80-84% < 80%			

COMPLETION CRITERION 1.3.3						
Demonstrate that target levels for loaned labor requests were allocated consistent with sitewide priorities in support of non-PFP and spent fuel activities.					Fee	3%
					Due Date	9/30/14
Measure	Percent fulfillment of prioritized loaned labor requests	Performance Level			Fee Range	91-100% 76-90% 0-75%
DOE Lead	Jeff Bird		≥ 80%			
MSA Lead	Lori Fritz		75-79% < 75%			

PERFORMANCE INCENTIVE 1.4		
Provide services to support tank farms.	Fee	7%
<b>Strategic Area 1.0:</b> Effective Site Cleanup		
<b>Alignment to the Cleanup Mission:</b> Support tank farm retrievals, 242-A evaporator operations, 222-S laboratory upgrades, and WTP interface control document (ICD) process and requirements.		

COMPLETION CRITERION 1.4.1						
Demonstrate that crane and rigging target levels were met in support of tank farm activities.					Fee	3%
					Due Date	9/30/14
Measure	Percent fulfillment of crane and crew requests	Performance Level	Q1/Q2	Q3/Q4	Fee Range	91-100% 76-90% 0-75%
DOE Lead	Jeff Bird		≥ 90%	≥ 95%		
MSA Lead	PK Brockman		85-89% < 85%	90-94% < 90%		

COMPLETION CRITERION 1.4.2						
Demonstrate that target levels for dedicated loaned labor requests were met in support of tank farm activities.					Fee	4%
					Due Date	9/30/14
Measure	Percent fulfillment of loaned labor requests	Performance Level			Fee Range	91-100% 76-90% 0-75%
DOE Lead	Jeff Bird		≥ 90%			
MSA Lead	Lori Fritz		85-89% < 85%			

PERFORMANCE INCENTIVE 1.5		
Provide services to support 242-A evaporator.	Fee	5%
<b>Strategic Area 1.0:</b> Effective Site Cleanup		
<b>Alignment to the Cleanup Mission:</b> Support tank farm retrievals, 242-A evaporator operations, 222-S laboratory upgrades, and WTP interface control document (ICD) process and requirements.		

COMPLETION CRITERION 1.5.1								
Demonstrate water delivery in accordance with MSA/WRPS delivery schedule and water services specifications for flow rate and pressure.					Fee	2%		
					Due Date	9/30/14		
Measure	Percent fulfillment of water requests	Performance Level	≥ 95%	90-94%	Fee Range	91-100%		
DOE Lead	Jeff Bird						< 90%	76-90%
MSA Lead	Lori Fritz							0-75%

COMPLETION CRITERION 1.5.2							
Demonstrate that crane and rigging target levels were met in support of 242-A evaporator operations.					Fee	3%	
					Due Date	9/30/14	
Measure	Percent fulfillment of crane and crew requests	Performance Level	Q1/Q2	Q3/Q4	Fee Range	91-100%	
DOE Lead	Jeff Bird		≥ 85%	≥ 90%			76-90%
MSA Lead	PK Brockman		80-84%	85-89%			0-75%
			< 84%	< 85%			

PERFORMANCE INCENTIVE 1.6		
Meet the WTP ICD requirements along with the ICD review schedules, issue resolution, and approval process.	Fee	3%
<b>Strategic Area 1.0:</b> Effective Site Cleanup		
<b>Alignment to the Cleanup Mission:</b> Support tank farm retrievals, 242-A evaporator operations, 222-S laboratory upgrades, and WTP interface control document (ICD) process and requirements.		

COMPLETION CRITERION 1.6.1					
Meet the WTP ICD requirements within MSA's contractual and budget authority. Clearly identify any service requirement gaps as an ICD issue and notify RL of any resource shortfalls within the IPL.				Fee	3%
				Due Date	9/30/14
Measure	Percent fulfillment of ICD requirements	Performance Level	Excellent Very Good Good	Fee Range	91-100% 76-90% 51-75%
DOE Lead	Jeff Bird				
MSA Lead	PK Brockman				

PERFORMANCE INCENTIVE 1.7		
Affect appropriate land segment/facility transitions from WCH to MSA LTS program.	Fee	2%
<b>Strategic Area 1.0:</b> Effective Site Cleanup		
<b>Alignment to the Cleanup Mission:</b> Support 300 Area cleanup/transition and transition of remediated areas into Long-Term Stewardship (LTS).		

COMPLETION CRITERION 1.7.1					
Deliver the contractor integrated draft transition turnover package (TTP) to DOE for review within 75 days of receiving the WCH TTP for any one geographic area to meet WCH schedule needs.				Fee	2%
				Due Date	WCH delivery + 75 days
Measure	Timeliness, quality, cost, and completeness	Performance Level	Excellent Very Good Good	Fee Range	91-100% 76-90% 51-75%
DOE Lead	Boyd Hathaway				
MSA Lead	Lori Fritz				

PERFORMANCE INCENTIVE 2.1		
Implement RL-approved FY13 training and facilities management business case recommendations.	Fee	3%
<b>Strategic Area 2.0:</b> Efficient Site Cleanup		
<b>Alignment to the Cleanup Mission:</b> Align resources to efficiently meet site mission needs, strategically align capabilities to the cleanup mission, and implement technologies that reduce cost and improve support for site customers.		

COMPLETION CRITERION 2.1.1					
Implement actions and recommendations from the FY13 facilities management business case analysis per the RL-accepted schedule.				Fee	1%
				Due Date	9/30/14
Measure	Timeliness, quality, cost, and effectiveness	Performance Level	Excellent Very Good Good	Fee Range	91-100% 76-90% 51-75%
DOE Lead	Boyd Hathaway				
MSA Lead	Lori Fritz				

COMPLETION CRITERION 2.1.2					
Implement actions and recommendations from the FY13 training business case analysis per the RL-accepted schedule.				Fee	2%
				Due Date	9/30/14
Measure	Timeliness, quality, cost, and effectiveness	Performance Level	Excellent Very Good Good	Fee Range	91-100% 76-90% 51-75%
DOE Lead	Ashley Morris				
MSA Lead	Mike Wilson				

PERFORMANCE INCENTIVE 2.2		
Execute an effective forecast of services process with the other Hanford contractors that result in inter-contractor forecasting systems integration and allocation of MSA UBS resources aligned to site customer needs.	Fee	2%
<b>Strategic Area 2.0:</b> Efficient Site Cleanup		
<b>Alignment to the Cleanup Mission:</b> Align resources to efficiently meet site mission needs, strategically align capabilities to the cleanup mission, and implement technologies that reduce cost and improve support for site customers.		

COMPLETION CRITERION 2.2.1					
Conduct and implement structured improvement activities for the following: 1) inter-contractor system integration for the forecasting process, and 2) improvement of the performance measurement dashboard.				Fee	2%
				Due Date	9/30/14
Measure	Timeliness, quality, cost, and effectiveness	Performance Level	Excellent Very Good Good	Fee Range	91-100% 76-90% 51-75%
DOE Lead	Jeff Bird				
MSA Lead	PK Brockman				

PERFORMANCE INCENTIVE 2.3		
Deploy innovative IT applications in the field that result in increased productivity/ efficiencies for cleanup activities.	Fee	3%
<b>Strategic Area 2.0:</b> Efficient Site Cleanup		
<b>Alignment to the Cleanup Mission:</b> Align resources to efficiently meet site mission needs, strategically align capabilities to the cleanup mission, and implement technologies that reduce cost and improve support for site customers.		

COMPLETION CRITERION 2.3.1					
Deploy wireless and wired IT service upgrades in and around PFP per CHPRC requirements and schedule to improve PFP project efficiency.				Fee	1%
				Due Date	3/31/14
Measure	Timeliness, quality, cost, and effectiveness	Performance Level	Excellent Very Good Good	Fee Range	91-100% 76-90% 51-75%
DOE Lead	Sharee Dickinson				
MSA Lead	Todd Eckman				

COMPLETION CRITERION 2.3.2					
Deploy tank farm wireless and wired IT service upgrades per WRPS requirements to improve project efficiency.				Fee	1%
				Due Date	9/30/14
Measure	Timeliness, quality, cost, and effectiveness	Performance Level	Excellent Very Good Good	Fee Range	91-100% 76-90% 51-75%
DOE Lead	Sharee Dickinson				
MSA Lead	Todd Eckman				

COMPLETION CRITERION 2.3.3					
Replace 750 desktop computers with Thin Client.				Fee	1%
				Due Date	9/30/14
Measure	Timeliness, quality, cost, and effectiveness	Performance Level	Excellent Very Good Good	Fee Range	91-100% 76-90% 51-75%
DOE Lead	Sharee Dickinson				
MSA Lead	Todd Eckman				

PERFORMANCE INCENTIVE 3.1		
Implement protective force and emergency preparedness enhancements.	Fee	3%
<b>Strategic Area 3.0: Safe and Secure Operations</b>		
<b>Alignment to the Cleanup Mission: Maintain high standards for safe and secure operations</b>		

COMPLETION CRITERION 3.1.1					
Implement Protective Force Program performance enhancements and efficiencies per approved schedule.				Fee	2%
				Due Date	8/30/14
Measure	Timeliness, quality, cost, and effectiveness	Performance Level	Excellent Very Good Good	Fee Range	91-100% 76-90% 51-75%
DOE Lead	Corey Low				
MSA Lead	Craig Walton				

COMPLETION CRITERION 3.1.2					
Implement Hanford Emergency Operations Center performance enhancements and efficiencies per approved schedule.				Fee	1%
				Due Date	8/30/14
Measure	Timeliness, quality, cost, and effectiveness	Performance Level	Excellent Very Good Good	Fee Range	91-100% 76-90% 51-75%
DOE Lead	Corey Low				
MSA Lead	Craig Walton				

PERFORMANCE INCENTIVE 4.1		
Provide land conveyance support to RL.	Fee	5%
<b>Strategic Area 4.0: Site Stewardship</b>		
<b>Alignment to the Cleanup Mission:</b> Comprehensive, cost effective land use planning and transition.		

COMPLETION CRITERION 4.1.1						
<u>Submit draft NHPA Section 106 Cultural and Historical Report for sample locations, access routes and scanning areas. Include the additional ~18 acres in the review and in the draft <i>Survey Plan for the Radiological Clearance of a Portion of the Southern 600 Area of the Hanford Site</i> (as directed by DOE-RL letter 14-SSD-0012 dated 12/31/13).</u>					Fee	3%
					Due Date	June 30, 2014
Measure	Timeliness, quality, cost, and completeness	Performance Level	Excellent Very Good Good	Fee Range	91-100% 76-90% 51-75%	
DOE Lead	Boyd Hathaway					
MSA Lead	Lori Fritz					

COMPLETION CRITERION 4.1.2						
Commence field surveys for radiological clearance of land for potential conveyance to TRIDEC.					Fee	2%
					Due Date	RL-approved MSA NEPA decision doc + 15 days
Measure	Timeliness, quality, cost, and completeness	Performance Level	Excellent Very Good Good	Fee Range	91-100% 76-90% 51-75%	
DOE Lead	Boyd Hathaway					
MSA Lead	Lori Fritz					

PERFORMANCE INCENTIVE 5.1					
Strategic Area 5.0: Comprehensive Performance			Fee	30%	
DOE Lead	Gigi Branch				
MSA Lead	Rich Olsen				
<ul style="list-style-type: none"> <li>• Support the accomplishment of RL key performance goals.</li> <li>• Maintain alignment of cost performance with the negotiated estimated costs contained in the contract.</li> <li>• 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, and attaining small business goals.</li> <li>• 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.</li> <li>• Provide leadership to improve management effectiveness and collaborate and participate proactively with customers.</li> <li>• Measure overall performance under the contract via the use of a comprehensive performance measurement system.</li> <li>• 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.</li> <li>• Initiate and provide effective participation in business case analyses and other cross-contractor activities leading to optimal utilization of RL resources (facilities, equipment, material and services) across all Hanford contractors. Continue evaluation and improvement of the Contractor Interface Board and other similar or proposed replacement functions.</li> <li>• Demonstrate operational excellence in Safeguards and Security, fire and emergency response, and emergency operations/emergency management by fulfilling contractual obligations in a fiscally responsible manner.</li> <li>• Perform work safely and in a compliant manner that assures the workers, public, and environment are protected from adverse consequences.</li> </ul>					