

Award Fee Determination Scorecard

Contractor: Mission Support Alliance, LLC (MSA)

Contract: Mission Support Contract **Contract Number:** DE-AC06-09RL14728

Award Period: October 2013 through September 2014

Basis of Evaluation: Performance Evaluation and Measurement Plan (PEMP)

Award Fee Available: \$18,986,489 **Award Fee Earned:** \$16,518,626 (87%)

Award Fee Area Adjectival Ratings:

Objective: Excellent (98%) \$12,910,813

Subjective: Very Good (63%) \$3,607,813

The contractor met or exceeded the majority of performance goals and objectives for the performance period.

Significant Achievements: MSA did an outstanding job of managing the Waste Sampling and Characterization Facility (WSCF) transition upon the announcement of its closure by DOE. Although the desire of DOE was to close the facility by September 30, 2014, and challenged MSA to do so, the WSCF closure business case actually contemplated a timeframe as long as two years with a possible cost as high as \$16M. MSA successfully achieved the closure by the September 30th date and although they estimated the cost to be \$4M, reductions in WSCF operating costs due to accelerated closure enabled MSA to reduce the cost to approximately \$1.8M. Additionally, nine facilities on the WSCF campus were reutilized resulting in a cost avoidance of approximately \$10M for Hanford Site contractors. Further, 126 pieces of equipment was re-purposed resulting in an additional cost avoidance of \$2.6M.

MSA migrated 1,020 computers to thin client, above and beyond the original 750 target, for a total of 2,367 thin clients across the Hanford Site and 3,800 unique virtual desk top users, resulting in a significant environmental and operational savings of approximately \$1,087,320 for FY14.

MSA performed wireless IT upgrades to leverage advanced technologies and support project efficiencies at PFP. In collaboration with CHPRC, MSA IM successfully completed indoor and outdoor wi-fi upgrades at over five locations including PFP proper to support CHPRC's demolition and destruction mission at the PFP complex.

MSA exceeded the PI completion criteria and submitted the draft Cultural Resources Report and included ~18 acres in the draft Survey Plan for Radiological Clearance on April 7, 2014, and June 1, 2014, respectively, ahead of the June 30, 2014, due date.

MSA did an outstanding job in transitioning the Hanford reactors from Washington Closure Hanford to a surveillance and maintenance mode. Programs, policies, and procedures were developed to ensure the initial hazard categorizations or final hazard categorizations were evaluated for any changes.

In the first five years of the MSC, MSA has implemented cost savings and cost avoidance actions totaling approximately \$220M. The total cost avoidance and cost savings for FY14 is estimated to be about \$60M. These savings, along with the favorable contract price comparison showing an approximate 25%

reduction for this FAR 15 acquisition over the estimated price of the previous management and integration contract for similar work scope, is a testament to the success of the acquisition strategy and the “contract first” contract/baseline alignment approach employed for this contract.

Over the course of FY14, seven water line leaks occurred with six of the seven occurring in 24” lines. MSA promptly addressed each event, coordinated with other Hanford contractors, and managed the repairs diligently. Two specific events can be highlighted to demonstrate MSA’s positive performance in this area. On December 21, 2013, a 24” water line leak was identified and since the leak was under a street, the repair was complicated. An innovative approach of “pipe and pipe” was taken by MSA to expedite the repair, minimize local area impacts, and manage costs. Another event worth noting is a 24” water line leak that occurred right before the Labor Day holiday weekend on August 27, 2014, that had the potential to impact the Office of River Protection operations. Completion of this repair over the Labor Day weekend required tremendous support from a number of organizations within MSA, but the combined efforts of these organizations allowed MSA to complete all required work planning and repairs in approximately 3½ days; a significant improvement in the time it has typically taken to make similar repairs.

The hiring of a new fire chief has provided a strong leader to guide the organization and help management recognize the need for improved understanding of long-term equipment and facility requirements that align with the site’s cleanup progress and shrinking footprint. In addition to the new chief, we are beginning to see stability in the Hanford Fire Department management team with the addition of other key staff members.

Significant Deficiencies: Though there were no significant deficiencies, there were areas needing improvement, such as the adherence to regulatory requirements pertaining to sewer systems, and the need to strengthen TPA compliance planning.

The PEMP for this contract is available at

http://www.hanford.gov/files.cfm/Contracts_MSC_Contract_Conformed_Contract_MSC_J.4.E_FY2014.pdf