

Award Fee Determination Scorecard

Contractor: Mission Support Alliance (MSA)

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

Award Period: October 2018 through September 2019

Basis of Evaluation: Performance Evaluation and Measurement Plan

Award Fee Available: \$23,233,632

Award Fee Earned:

Objective: \$14,662,745 (of \$14,869,524 available)

Subjective: \$5,854,875 (of \$8,364,108 available)

Total: \$20,517,620 (of \$23,233,632 available; earned 88.3% of total award fee available)

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

Significant Achievements:

MSA demonstrated sustained improvement in supporting the department's integration efforts that are key to mission success as the Hanford Site approaches the start of tank waste treatment and the associated increase in the pace of operations across the Site. MSA worked with DOE and Site contractor senior leadership to improve and expand the role of Site councils and boards to deliver sound decisions that ensure the health and safety of the Hanford workforce at the pace that will be required for around-the-clock operations to treat tank waste. Examples of significant integration support included Site-wide safety standards, the ethical compliance culture, and traffic safety improvements.

MSA met or exceeded performance measurement targets for Site-wide utility and facility services, and was consistently 3 – 10 percentage points above target performance levels.

MSA continued to reduce the infrastructure footprint, reducing maintenance costs and enabling a focused effort on infrastructure needed for the current and future Hanford cleanup mission. An example is MSA's consolidation of IT infrastructure, eliminating the need to invest approximately \$1 million in upgrades and eliminating an expected \$175,000 in annual maintenance and operation costs.

MSA continued to maintain an exceptional workload in the servicing of self-contained breathing apparatuses for the Hanford Site. The Hanford Fire Department filled 84,978 air cylinders in fiscal year 2019 in support of work on Hanford's waste tanks, Site-wide cleanup operations, and fire department operations. This number exceeds the combined numbers of air cylinders used by major metropolitan fire agencies in Seattle and Spokane, Washington.

MSA provided strong management, incident command, and immediate response during the Cold Creek Fire until U.S. Fish and Wildlife Service personnel arrived on scene to assume command. MSA actions prevented the 42,000-acre fire from spreading to Hanford operational areas in the 200 West Area.

In its safety performance, MSA continued to achieve employee injury and illness rates much better than comparative industry standards. Safety performance for emergency services, given the hazardous nature of the work, is particularly noteworthy.

Significant Deficiencies:

Though there were no significant deficiencies, there were opportunities for improvement. Areas of improvement included schedule adherence and cost control.