Part III – List of Documents, Exhibits, and Other Attachments

Section J – List of Attachments

Attachment J-4 – Performance Evaluation and Measurement Plan

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U.S. Department of Energy Richland Operations Office (RL)

Draft Performance Evaluation and Measurement Plan
Hanford Mission Essential Services Contract
Contract Number: 89303319CEM000056
Hanford Mission Integration Solutions, LLC

Award Fee Evaluation Period for

[TBD – based on contract award date and transition from the non-fee earning transition period]

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Contents

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Note: Information contained in this draft is preliminary and shall be confirmed and updated during transition. It is based upon an example of an actual Performance Evaluation and Measurement Plan (PEMP).

J.1 Introduction

This PEMP is an award fee plan containing both objective and subjective outcomes in order to incentivize the efficiency and effectiveness of the Contractor. Please note that PEMP is synonymous with the term Award Fee Plan found in FAR 16.401(e)(3).

The completion criteria for objective outcomes are focused on specific activities. The completion criteria for subjective outcomes are focused on the achievement of high-level strategies and performance levels necessary to facilitate accomplishment of envisioned end states. The completion criteria are based on negotiated integrated priority lists (IPL) and requisite budget levels commensurate with IPL execution and are subject to adjustment based on actual approved budget levels. These criteria define successful performance in terms of measurable deliverables and associated constraints (measurable ranges/delivery dates). The evaluation of outcomes will include subjective determination regarding quality, timeliness, cost, and effectiveness.

This document satisfies the framework described in the Contract Section B clauses entitled, *Fee*; *Provisional Payment of Fee*; and *Fee Reductions*. The PEMP implements the requirements of an Acquisition Letter (AL-2014-02, *Provisional Payment of Fee*, dated October 29, 2013) and the S-2 Memo, *Memorandum from the Deputy Secretary of Energy Aligning Contract Incentives for Capital Asset Projects*, dated December 13, 2012.

J.2 Allocation of Available Fee

Because the services to be determined (TBD) under this Contract directly support the mission contractors, and because such services are integral to the environmental cleanup mission at Hanford, DOE will heavily weigh the assignment of fee toward the following strategic areas of the Contract:

- Effective Site Cleanup – Deliver Sitewide services and reliable infrastructure to enable achievement of cleanup contractors' key milestones and regulatory commitments.
- Efficient Site Cleanup – Align resources and capabilities to support and reduce the cost of the Site cleanup mission.

Objective performance outcomes are allocated at least 60% of the available fee, and subjective performance outcomes are allocated up to 40% of the available fee.

J.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 outcomes and satisfied the specific completion criteria. The evaluation of objective outcomes will include a subjective determination regarding quality, timeliness, cost, and effectiveness. Consistent with FAR 16.401(e), the criteria listed in Table J-4.1, Subjective Performance Ratings and Definitions, will be used in the evaluation of only subjective outcomes (Performance Outcome 3.0).

The Contractor, through the submission of monthly progress reports, shall identify issues potentially affecting the completion of individual outcomes and the overall success of the contract, with actions taken or recommended to resolve those issues.

Table J-4.1. Subjective Performance Outcome Ratings and Definitions Applicable to Performance Outcome 3.0 Only

Adjectival Rating	Definition	% of Fee Earned
Excellent	Contractor has exceeded almost all of 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 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 rework.	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 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 versus 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 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	0%

Table J-4.1. Subjective Performance Outcome Ratings and Definitions Applicable to Performance Outcome 3.0 Only

Adjectival Rating	Definition	% of Fee Earned
	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.	

J.4 Fee Structure

Table J-4.2. Fee Structure

Strategic Area	Alignment to Cleanup Mission	Performance Outcomes		Fee
1.0 Effective Site Cleanup	Deliver Sitewide services and reliable infrastructure	1.1	Achievement of cleanup Contractors' key milestones and regulatory commitments	XX%
2.0 Efficient Site Cleanup	Align resources and capabilities to support the Site cleanup mission	2.1	Reduced cost of Site cleanup	XX%
Target Objective Performance Outcome Fee Allocation: ($Available Fee × XX% = $XX,XXX,XXX)				**XX%**
3.0 Comprehensive Performance	Comprehensive Performance	3.1	Subjective outcome	YY%
Target Subjective Performance Outcome Fee Allocation: ($Available Fee × YY% = $YY,YYY,YYY)				**YY%**

J.5 Performance Outcomes

Table J-4.3. FYXX Performance Outcomes

Performance Outcome 1.1		
Achievement of cleanup Contractors' key milestones and regulatory commitments	Fee	XX%
Strategic Area 1.0: Effective Site Cleanup		
Alignment to the Cleanup Mission: Deliver Sitewide services and reliable infrastructure		
Completion Criterion 1.1.1		
Demonstrate the following performance measurement targets were met	Fee	XX%

Table J-4.3. FYXX Performance Outcomes

				Due Date	MM/DD/YY
Measure	See performance measures below	Performance Level	See below	Fee Range	See below

Title	Measure	Target/ Performance Level	Fee Range
Biological Controls – Pest Removal	Days to close service catalog request Percent 3 business day completion	≥85% <85%	91-100% 0-90%
Biological Controls – Tumbleweed Removal	Days to close catalog service request Percent 15 business day completion	≥80% <80%	91-100% 0-90%
Biological Controls – Vegetation	Acres treated Percent on time campaign fulfillment	≥85% <85%	91-100% 0-90%
Contractor Assurance System – Assessments	Percent on time completion of scheduled assessments by year end	≥85% <85%	91-100% 0-90%
Contractor Assurance System – Causal Analyses	Percent on time completion of causal analyses	≥80% <80%	91-100% 0-90%
Contractor Assurance System – Issue Resolution	Percent on time screening of newly identified issue identification forms	≥90% <90%	91-100% 0-90%
Crane and Crew Support	Days to fulfill request Percent 2 business day turnaround time (standard requests) Percent 1 business day turnaround time (emergency requests)	≥85% <85%	91-100% 0-90%
Facilities Maintenance	Number of managed task work completed as scheduled Percent on time completion	≥85% <85%	91-100% 0-90%
Fire Systems – Inspection, Testing, and Maintenance	Percent on time completion	≥90% <90%	91-100% 0-90%
Fire Systems – Priority 1 Emergency Impairments	Number of open Priority 1 Emergency Impairments at month end	≤3 >3	91-100% 0-90%
Fire Systems – Priority 2 System Restrictions	Number of Priority 2 System Restrictions at month end	≤18 >18	91-100% 0-90%
Fire Systems – Priority 3 System Restrictions	Number of Priority 3 System Restrictions at month end	≤40 >40	91-100% 0-90%
Fire Systems – Priority 4 System Deficiencies	Open Priority 4 System Deficiencies at year end	≤40 >40	91-100% 0-90%
Fire Systems – Priority 5 Maintenance Items	Open Priority 5 Maintenance Items at year end	≤175 >175	91-100% 0-90%

Title	Measure	Target/ Performance Level	Fee Range
Fire Systems – Priority 2 System Restrictions	Age of open Priority 2 System Restrictions at month end	≤180 days >180 days	91-100% 0-90%
Fire Systems – Priority 3 System Restrictions	Age of open Priority 3 System Restrictions at month end	≤365 days >365 days	91-100% 0-90%
Fleet Services – Heavy Equipment (Cranes)	Percent in service	≥70% <70%	91-100% 0-90%
Fleet Services – Heavy Equipment (Excavators)	Percent in service	≥90% <90%	91-100% 0-90%
Fleet Services – Heavy Equipment (General Purpose)	Percent in service	≥90% <90%	91-100% 0-90%
Fleet Services – Light Equipment (Hanford Patrol)	Percent in service	≥90% <90%	91-100% 0-90%
Fleet Services – Light Equipment (Hanford Fire)	Percent in service	≥85% <85%	91-100% 0-90%
Fleet Services – Light Equipment (Special Purpose Trucks)	Percent in service	≥90% <90%	91-100% 0-90%0
Information Technology – Cyber Security/System Patching	Days to deploy patch Percent 14 business day turnaround time (desktops/databases/servers)	≥97% <97%	91-100% 0-90%
Radiological Site Services – Dosimetry External Services	Days to completion Percent 10 business day turnaround time (routine exchanges) Percent 30 business day turnaround time (annual exchanges)	≥95% <95%	91-100% 0-90%
Radiological Site Services – Instrumentation Calibration	Number of on time requests completed Percent 10 day turnaround time	≥90% <90%	91-100% 0-90%

Completion Criterion 1.1.2		
Demonstrate effective management of electric, water, and sewer utilities to maximize reliability and redundancy. Success criteria for water utilities: • Maintain raw water pressure at interface control document level; • Maintain potable water pressure at interface control document level; • Perform preventative maintenance at 90% or better each month; • Reduce corrective maintenance (including backlog) to an average completion of 365 days or less; • Ensure that water quality samples are completed on time; and • Submit quarterly System Health Report (SHR), by Engineering, one calendar month after each quarter. Success criteria for sewer utilities: • Perform preventative maintenance at 90% or better each month; • Reduce corrective maintenance (including backlog) to an average completion of 365 days or less; and	Fee	XX%
	Due Date	MM/DD/YY

<table>
<tr><td colspan="5">• Submit quarterly SHR, by Engineering, 1 calendar month after each quarter.
Success criteria for electrical utilities:
• Electrical power availability – minimize the number of unplanned power outages of important transformers to no more than 50;
• Perform preventative maintenance at 90% or better each month;
• Reduce corrective maintenance backlog identified prior to MM/DD/YY by 65%; and
• Submit quarterly SHR, by Engineering, 1 calendar month after each quarter.</td><td></td><td></td></tr>
<tr><td>Measure</td><td>Timeliness, quality, and completeness</td><td>Performance Level</td><td>Excellent
Very Good</td><td>Fee Range</td><td>91-100%
76-90%
51-75%</td></tr>
<tr><td colspan="6">Completion Criterion 1.1.3</td></tr>
<tr><td colspan="4" rowspan="2">Demonstrate effective development and management of reliability projects to ensure that mission milestones and regulatory commitments are met:
• L-894, Raw Water Cross Connections – Complete construction of the cross tie line by the baseline date of MM/DD/YY.
• L-897, 200 Area Water Treatment Plant (Direct Feed Low-Activity Waste Essential) – Complete definitive design by TBD (based on Congressional authorization).
• L-850, Replace 200W 1.1M-gal PW tank (Direct Feed Low-Activity Waste Essential) – Complete design by TBD (based on Congressional Authorization).
• L-898, 100 Area Mission Critical Distribution Feeders Replacement – Complete conceptual design by MM/DD/YY.
• L-906, Hanford Fire Department Station 92 Expansion – Complete conceptual design by MM/DD/YY.
• L-791, RFL Transfer Trip – Complete design and installation of fiber optic cable from fox box 6FX2 on Pole E2476 to the A-9 substation by MM/DD/YY.
• L-801, Upgrade Supervisory Control and Data Acquisition – Complete conceptual design by MM/DD/YY.
• Demonstrate that Reliability Project Investment Portfolio Baseline Planning & Contracts (both design and construction) are fully developed and written so they may be novated and otherwise assumed by a successor contractor and executed with zero replanning or other rework by MM/DD/YY.
DOE will focus its review of completion of these project activities to ensure that they demonstrate the following:
• Mission need was identified through sound business case analysis.
• Project execution supported mission milestones and regulatory commitments.
• Credible, objective, and transparent reviews of the performance bases.
• Performance bases integrated key mission and regulatory milestones.
• Effective execution and turnover to operations, including the development of a systems maintenance plan, as needed.
• The project resolved the identified mission need, as appropriate.</td><td>Fee</td><td>XX%</td></tr>
<tr><td>Due Date</td><td>MM/DD/YY</td></tr>
<tr><td>Measure</td><td>Timeliness, quality, and completeness</td><td>Performance Level</td><td>Excellent
Very Good</td><td>Fee Range</td><td>91-100%
76-90%
51-75%</td></tr>
<tr><td colspan="6">Performance Outcome 2.1</td></tr>
<tr><td colspan="5">Reduced cost of Site cleanup</td><td>Fee</td><td>XX%</td></tr>
<tr><td colspan="6">Strategic Area 2.0: Efficient Site Cleanup</td></tr>
<tr><td colspan="6">Alignment to the Cleanup Mission: Align resources and capabilities to support the Site cleanup mission</td></tr>
</table>

<table>
<tr><th colspan="6">Completion Criterion 2.1.1</th></tr>
<tr><td colspan="4" rowspan="2">Maximize efficient Contractor use of resources to meet OHCs' changing project needs</td><td>Fee</td><td>XX%</td></tr>
<tr><td>Due Date</td><td>MM/DD/YY</td></tr>
<tr><td>Measure</td><td>Cumulative year-to-date percent composite over/under liquidation rates of usage-based services pools (calculated in the following manner:

∑ (Direct Labor Adders' and Usage Based Services' Year-to-Date over/under Liquidations)

∑ (Direct Labor Adders' and Usage Based Services' Year-to-Date Liquidations)</td><td>Performance Level</td><td>±0-5%
±6-7%
>±7%</td><td>Fee Range</td><td>91-100%
76-90%
0-75%</td></tr>
<tr><th colspan="6">Completion Criterion 2.1.2</th></tr>
<tr><td colspan="4" rowspan="2">• Demonstrate effective Hanford Site integration including, but not limited to, identifying longstanding or emerging issues that affect efficient Site operations and provide recommendations for improvement.
• Through the capacity-limiting constituents and Contractor Interface Board processes, provide DOE with an unfiltered, forward looking view of emerging operational, budget, regulatory, or contractual issues.
• Conduct Operational Excellence Events: 40% of the Contractor's FYXX Operational Excellence events will be focused on cross-cutting inter-contractor Site integration opportunities.
• Special Projects: Implementation of the FYXX activities from the EAS implementation schedule. Implement the FYXX selected asset management system of computerized maintenance management systems.
• Through an annual Site Integration Self-Assessment Report, evaluate how well the Contractor performed the above measures against the stated objectives.
The Contractor's approach, objectives, tools and processes, and results will be considered as part of the report, which shall be submitted by MM/DD/YY.</td><td>Fee</td><td>XX%</td></tr>
<tr><td>Due Date</td><td>MM/DD/YY</td></tr>
<tr><td>Measure</td><td>Timeliness, quality, and effectiveness</td><td>Performance Level</td><td>Excellent
Very Good</td><td>Fee Range</td><td>91-100%
76-90%
51-75%</td></tr>
<tr><th colspan="6">Performance Outcome 3.1</th></tr>
<tr><td colspan="4">Strategic Area 3.0: Comprehensive Performance</td><td>Fee</td><td>YY%</td></tr>
<tr><td colspan="6">• Execute the balance of contract work scope within the contract requirements, terms, and conditions while demonstrating excellence in quality, schedule, management, cost control, small business utilization, and regulatory compliance.
• Fulfill expectations of the Contractor's Community Commitment Plan.
• Provide leadership to improve management effectiveness and collaborate and participate proactively with customers.
• Work with DOE and OHCs in a spirit of cooperation to demonstrate operational excellence to include, but not limited to, the following areas:
– Business and financial management using approved purchasing, estimating, property, budget, planning, billing, labor, accounting, and performance measurement systems while providing visibility and transparency to DOE with respect to each of the foregoing.</td></tr>
</table>

- Contract change management and subcontract administration and consent activities (e.g., proposal review and negotiation process, including timely and adequate submission of proposals and requests for additional data, timely counteroffers, and attaining small business goals).
- Safeguards and security, fire department operations, emergency response, and emergency operations/emergency management.
- Land management.
- Infrastructure and services program management, operations, and maintenance.
- Effective contractor human resources management.
- Problem identification and corrective action implementation and effectiveness.

- Perform work safely and in a compliant manner that ensures adequate protection of the workers, public, environment, and national security assets while meeting the performance expectations of the contract.

J.6 Completion Criteria 1.1 Supporting Details

Table J-4.4. FYXX Performance Measures

PM J34-1: Biological Controls – Pest Removal					
Service area	Biological Controls (Pest Removal)				
Corresponding J-3	34	Corresponding SDD	TBD	Corresponding PI	(FY19) 1.1
Performance Measure Details					
Objective	Reduce biological hazards to employees and operations				
Measure	Days to close service catalog request				
Calculation methodology	Number of on time requests completed divided by total number of requests				
Target	≥85% three business day completion				
Contractor's stoplight levels	Green: ≥85%, Yellow: 84-80%, Red: <80%				
Bounding conditions	Customers must use the Service Catalog for requests (clock starts when request is entered into the Service Catalog). Customers/OHCs cannot impede immediate access to building or area due to their resource constraints (i.e., escorts, locks, cancelations). Weather delays preventing reaching or accessing building or area will not be counted towards PI/performance measure.				
Reporting					
Frequency	**Period**	**Internal Contractor Date of Submission**			
Monthly	Calendar month	Within 10 business days of the end of the previous calendar month			
FYXX Performance Measure					
PM J34-1: Biological Controls – Tumbleweed Removal					
Service area	Biological Controls (Tumbleweed Removal)				
Corresponding J-3	34	Corresponding SDD	TBD	Corresponding PI	(FYXX) 1.1

Table J-4.4. FYXX Performance Measures

Performance Measure Details					
Objective	Minimize the impact to customer operations through responsive tumbleweed removal				
Measure	Days to close catalog service request				
Calculation methodology	Number of on time requests completed divided by total number of requests				
Target	≥80% 15 business day completion				
Contractor's stoplight levels	Green: ≥80%, Yellow: 79-75%, Red: <75%				
Bounding conditions	• Customers must use the service catalog for requests. • Excludes reporting from December through February due to resources allocated to weather and road conditions. • Campaign schedule adherence is dependent on OHC access and support (e.g., minimal number of OHC cancelations). Where access cannot be attained, the service request will be closed and not counted and a new service request will have to be generated. • Equipment downtime and time in Environmental Restoration Disposal Facility/tank farms are excluded from calculation.				
Reporting					
Frequency	**Period**	**Internal Contractor Date of Submission**			
Monthly	Calendar month	Within 10 business days of the end of the previous calendar month			
FYXX Performance Measure					
PM J34-1: Biological Controls – Vegetation					
Service area	Biological Controls (Vegetation)				
Corresponding J-3	34	Corresponding SDD	TBD	Corresponding PI	(FYXX) 1.1
Performance Measure Details					
Objective	Reduce evasive plants and noxious weeds to minimize biological uptake and transport of contaminants				
Measure	Acres treated				
Calculation methodology	Numbers of acres treated divided by monthly planned treatments				
Target	≥85% of on time campaign fulfillment				
Contractor stoplight levels	Green: ≥85%, Yellow: 84-80%, Red: <80%				
Bounding conditions	Campaign refers to both the number of acreage and the schedule. Campaigns are limited to a seasonal schedule that is developed by Biological Controls project (e.g., some months will have no activity). Campaign schedule adherence is dependent on OHC access and support (e.g., minimal number of OHC cancelations).				

Table J-4.4. FYXX Performance Measures

Reporting					
Frequency	**Period**	**Internal Contractor's Date of Submission**			
Monthly	Calendar month	Within 10 business days of the end of the previous calendar month			
FYXX Performance Measure					
Contractor Assurance System – Assessments					
Service area	Contractor Assurance System – Assessments				
Corresponding J-3	N/A	Corresponding SDD	N/A	Corresponding PI	(FYXX) 1.1
Performance Measure Details					
Objective	Complete assessments as scheduled				
Measure	Percent on time completion of scheduled assessment				
Calculation methodology	Number of assessments completed divided by total assessments scheduled at the beginning of the FY				
Target	≥85% completed by September 30, 20XX				
Contractor stoplight levels	Green: ≥85%; Yellow: 84%-80%; Red: <80%				
Bounding conditions	N/A				
Reporting					
Frequency	**Period**	**Internal Contractor's Date of Submission**			
Monthly	Calendar month	Within 10 business days of the end of the previous calendar month			
FYXX Performance Measure					
Contractor Assurance System – Causal Analyses					
Service area	Contractor Assurance System – Causal Analyses				
Corresponding J-3	N/A	Corresponding SDD	N/A	Corresponding PI	(FYXX) 1.1
Performance Measure Details					
Objective	Complete causal analyses within procedurally mandated timeframe				
Measure	Percent on time completion of causal analyses				
Calculation methodology	Number of casual analyses completed divided by total casual analyses due				
Target	≥80% completed within 45 days				
Contractor stoplight levels	Green: ≥80%; Yellow: 79%-70%; Red: <70%				
Bounding conditions	N/A				

Table J-4.4. FYXX Performance Measures

Reporting					
Frequency	**Period**	**Internal Contractor's Date of Submission**			
Monthly	Calendar month	Within 10 business days of the end of the previous calendar month			
FYXX Performance Measure					
Contractor Assurance System – Issue Resolution					
Service area	Contractor Assurance System – Issue Resolution				
Corresponding J-3	N/A	Corresponding SDD	N/A	Corresponding PI	(FYXX) 1.1
Performance Measure Details					
Objective	Issues shall be screened for significance and assigned to responsible management				
Measure	Percent on time screening of newly identified issue identification forms				
Calculation methodology	Number of issues initiated divided by total issues screened				
Target	≥90% of issues screened within 5 days of initiation				
Contractor stoplight levels	Green: ≥90%; Yellow: 89%-80%; Red: <80%				
Bounding conditions	N/A				
Reporting					
Frequency	**Period**	**Internal Contractor's Date of Submission**			
Monthly	Calendar month	Within 10 business days of the end of the previous calendar month			
FYXX Performance Measure					
PM J35-1: Crane and Crew Support					
Service area	Crane and Crew Support				
Corresponding J-3	35	Corresponding SDD	TBD	Corresponding PI	(FYXX) 1.1
Performance Measure Details					
Objective	Align crane and crew resources to meet Site customer needs				
Measure	Days to fulfill request				
Calculation Methodology	Total on time requests divided by total number of requests				
Target	≥85% 2 business day turnaround time (standard requests)/1 business day turnaround time (emergency requests)				
Contractor stoplight levels	Green: ≥85%, Yellow: 84-80%, Red: <80%				
Bounding conditions	Response time calculated using normal business hours				

Table J-4.4. FYXX Performance Measures

Reporting					
Frequency	**Period**	**Internal Contractor's Date of Submission**			
Monthly	Calendar month	Within 10 business days of the end of the previous calendar month			
FYXX Performance Measure					
PM J36-1: Facilities Maintenance					
Service area	Facility Maintenance				
Corresponding J-3	36	Corresponding SDD	TBD	Corresponding PI	(FYXX) 1.1
Performance Measure Details					
Objective	Timely completion of facility maintenance scheduled work to support customer operations				
Measure	Number of managed task work completed as scheduled				
Calculation methodology	Percent of managed task work completed per the weekly schedule; number of managed task requests completed divided by total number of managed task scheduled				
Target	≥85% on time completion				
Contractor stoplight levels	Green: ≥85%, Yellow: 84-80%, Red: <80%				
Bounding conditions	• Work control establishes weekly schedule based on customer needs and priorities. • Work cancelled by the customer after the schedule is published will **not** be counted. • Delays due to customer access restrictions, or facility conditions, or facility personnel unable to support will **not** be counted. • Lockout/tagout by OHCs will not be counted. • Delays due to weather conditions will not be counted.				
Reporting					
Frequency	**Period**	**Internal Contractor's Date of Submission**			
Monthly	Calendar month	Within 10 business days of the end of the previous calendar month			
FYXX Performance Measure					
PM J20-1: Fire Protection System Maintenance					
Service area	Fire Systems Inspection, Testing, and Maintenance				
Corresponding J-3	20	Corresponding SDD	TBD	Corresponding PI	(FYXX) 1.1
Performance Measure Details					
Objective	Maintain high standard of fire protection system operability				
Measure	Number of preventive maintenance packages completed				
Calculation methodology	Number of packages completed divided by the total number of packages				
Target	>90% packages completed				
Contractor stoplight levels	Green: >90%, Yellow: 85-89%, Red: <85%				
Bounding conditions	Includes backlog (cannot cause facility impairment to safety systems)				

Table J-4.4. FYXX Performance Measures

Reporting					
Frequency	**Period**	**Internal Contractor's Date of Submission**			
Monthly	Calendar month	Within 10 business days of the end of the previous calendar month			
FYXX Performance Measure					
PM J20-2: Fire Protection System Maintenance					
Service area	Fire Systems – Priority 1 Emergency Impairments				
Corresponding J-3	20	Corresponding SDD	TBD	Corresponding PI	(FYXX) 1.1
Performance Measure Details					
Objective	Correct emergency impairments in a timely manner while ensuring fire system operability and compliance with facility documented safety analyses (DSA) and life safety codes				
Measure	Emergency impairments				
Calculation methodology	Number of emergency impairments open at month end				
Target	≤3 open emergency impairments open at month end				
Contractor stoplight levels	Green: <3, Yellow: 4 to 8, Red: >8				
Bounding conditions	• Delays due to customer access restrictions, facility conditions, prerequisite work outside of FSM control, or facility personnel unable to support will not be counted. • Lockout/tagout by OHCs will not be counted. • Delays due to weather conditions will not be counted. • Emergency impairments that occur on the last business day of the month will not be counted. **Does not include:** • Maintenance of fire sprinkler and fire alarm systems at PNNL and other non-Hanford contractor's facilities. • Maintenance of fire sprinkler and fire alarm systems at Plutonium Finishing Plant facilities. • Maintenance of fire protection equipment and building features such as fire barriers, fire dampers, emergency lights, fire extinguishers.				
Reporting					
Frequency	**Period**	**Internal Contractor's Date of Submission**			
Monthly	Calendar month	Within 10 business days of the end of the previous calendar month			
FYXX Performance Measure					
PM J20-3: Fire Protection System Maintenance					
Service area	Fire Systems – Priority 2 System Restrictions				
Corresponding J-3	20	Corresponding SDD	TBD	Corresponding PI	(FYXX) 1.1
Performance Measure Details					
Objective	Correct Priority 2 System Restrictions in a timely manner while ensuring fire system operability and compliance with facility DSAs and life safety codes				
Measure	Priority 2 System Restrictions				
Calculation methodology	Number of Priority 2 System Restrictions at month end				

Table J-4.4. FYXX Performance Measures

Target	<18 total Priority 2 System Restrictions at month end				
Contractor stoplight levels	Green: <18, Yellow: 19-25, Red: >25				
Bounding conditions	• Delays due to customer access restrictions, facility conditions, prerequisite work outside of FSM control, or facility personnel unable to support will not be counted. • Lockout/tagout by OHCs will not be counted. • Delays due to weather conditions will not be counted. **Does not include:** • Maintenance of fire sprinkler and fire alarm systems in PNNL and other non-Hanford contractor's facilities. • Maintenance of fire protection equipment and building features such as fire barriers, fire dampers, emergency lights, and fire extinguishers.				
Reporting					
Frequency	**Period**	**Internal Contractor's Date of Submission**			
Monthly	Calendar month	Within 10 business days of the end of the previous calendar month			
FYXX Performance Measure					
PM J20-4: Fire Protection System Maintenance					
Service area	Fire Systems – Priority 3 System Restrictions or Deficiencies				
Corresponding J-3	20	Corresponding SDD	TBD	Corresponding PI	(FYXX) 1.1
Performance Measure Details					
Objective	Correct Priority 3 System Restrictions or deficiencies in a timely manner while ensuring fire system operability and compliance with facility fire and life safety codes				
Measure	Priority 3 System Restrictions or deficiencies				
Calculation methodology	Number of Priority 3 System Restrictions or deficiencies at month end				
Target	≤40 total Priority 3 System Restrictions at month end				
Contractor stoplight levels	Green: ≤40, Yellow: 41-55 Red: >55				
Bounding conditions	• Delays due to customer access restrictions, facility conditions, prerequisite work outside of FSM control, or facility personnel unable to support will not be counted. • Lockout/tagout by OHCs will not be counted. • Delays due to weather conditions will not be counted. **Does not include:** • Maintenance of fire sprinkler and fire alarm systems in PNNL and other non-Hanford contractor's facilities. • Maintenance of fire protection equipment and building features such as fire barriers, fire dampers, emergency lights, fire extinguishers.				
Reporting					
Frequency	**Period**	**Internal Contractor's Date of Submission**			
Monthly	Calendar month	Within 10 business days of the end of the previous calendar month			
FYXX Performance Measure					
PM J20-5: Fire Protection System Maintenance					
Service area	Fire Systems – Priority 4 System Deficiencies				

Table J-4.4. FYXX Performance Measures

Corresponding J-3	20	Corresponding SDD	TBD	Corresponding PI	(FYXX) 1.1
Performance Measure Details					
Objective	Correct Priority 4 System Deficiencies in a timely manner while ensuring fire system operability and compliance with facility DSAs and life safety codes				
Measure	Priority 4 System Deficiencies				
Calculation methodology	Open Priority 4 System Deficiencies at the end of 5/25/XX				
Target	Priority 4 System Deficiencies ≤40 at the end of 5/25/XX				
Contractor stoplight levels	Green: ≤40, Yellow: 41-55, Red: >55				
Bounding conditions	• Delays due to customer access restrictions, facility conditions, prerequisite work outside of FSM control, or facility personnel unable to support will not be counted. • Lockout/tagout by OHCs will not be counted. • Delays due to weather conditions will not be counted. **Does not include:** • Maintenance of fire sprinkler and fire alarm systems in PNNL and other non-Hanford contractor's facilities. • Maintenance of fire protection equipment and building features such as fire barriers, fire dampers, emergency lights, fire extinguishers.				
Reporting					
Frequency	**Period**	**Internal Contractor's Date of Submission**			
Annually	Annual	Within 10 business days of the end of 5/25/XX			
FYXX Performance Measure					
PM J20-6: Fire Protection System Maintenance					
Service area	Fire Systems – Priority 5 Maintenance Items				
Corresponding J-3	20	Corresponding SDD	TBD	Corresponding PI	(FYXX) 1.1
Performance Measure Details					
Objective	Correct Priority 5 Maintenance Items in a timely manner while ensuring fire system operability and compliance with facility DSAs and life safety codes				
Measure	Priority 5 Maintenance Items				
Calculation methodology	Open Priority 5 Maintenance Items at the end of 5/25/XX				
Target	Open Priority 5 Maintenance Items ≤175 at the end of 5/25/XX				
Contractor stoplight levels	Green: ≤175, Yellow: 176-200, Red: >200				

Table J-4.4. FYXX Performance Measures

Bounding conditions	• Delays due to customer access restrictions, facility conditions, prerequisite work outside of FSM control, or facility personnel unable to support will not be counted. • Lockout/tagout by OHCs will not be counted. • Delays due to weather conditions will not be counted. **Does not include:** • Maintenance of fire sprinkler and fire alarm systems in PNNL and other non-Hanford contractor's facilities. • Maintenance of fire protection equipment and building features such as fire barriers, fire dampers, emergency lights, fire extinguishers.				
Reporting					
Frequency	**Period**	**Internal Contractor's Date of Submission**			
Monthly	Annual	Within 10 business days of the end 5/25/XX			
FYXX Performance Measure					
PM J20-7: Fire Protection System Maintenance					
Service area	Fire Systems – Priority 2 System Restrictions				
Corresponding J-3	20	Corresponding SDD	TBD	Corresponding PI	(FYXX) 1.1
Performance Measure Details					
Objective	Correct Priority 2 System Restrictions in a timely manner while ensuring fire system operability and compliance with facility DSAs and life safety codes				
Measure	Age of open Priority 2 System Restrictions				
Calculation methodology	Age of open Priority 2 System Restrictions at month end				
Target	Zero open Priority 2 System Restrictions >180 days old at month end				
Contractor stoplight levels	Green: Age = 0>180 days old, Yellow: 181-365 days old, Red: >365 days old				
Bounding conditions	• Delays due to customer access restrictions, facility conditions, prerequisite work outside of FSM control, or facility personnel unable to support will not be counted. • Lockout/tagout by OHCs will not be counted. • Delays due to weather conditions will not be counted. **Does not include:** • Maintenance of fire sprinkler and fire alarm systems in PNNL and other non-Hanford contractor's facilities. • Maintenance of fire protection equipment and building features such as fire barriers, fire dampers, emergency lights, fire extinguishers.				
Reporting					
Frequency	**Period**	**Internal Contractor's Date of Submission**			
Monthly	Calendar month	Within 10 business days of the end of the previous calendar month			
FYXX Performance Measure					
PM J20-8: Fire Protection System Maintenance					
Service area	Fire Systems – Priority 3 System Restrictions				
Corresponding J-3	20	Corresponding SDD	TBD	Corresponding PI	(FYXX) 1.1

Table J-4.4. FYXX Performance Measures

Performance Measure Details					
Objective	Correct Priority 3 System Restrictions in a timely manner while ensuring fire system operability and compliance with facility DSAs and life safety codes				
Measure	Age of open Priority 3 System Restrictions				
Calculation methodology	Age of open Priority 3 System Restrictions at month end				
Target	Zero Priority 3 System Restrictions (P-3) >365 days old at month end				
Contractor stoplight levels	Green: Age = 0>260 days old, Yellow: 261-547 days old, Red: ≥548 days old				
Bounding conditions	• Delays due to customer access restrictions, facility conditions, prerequisite work outside of FSM control, or facility personnel unable to support will not be counted. • Lockout/tagout by OHCs will not be counted. • Delays due to weather conditions will not be counted. **Does not include:** • Maintenance of fire sprinkler and fire alarm systems in PNNL and other non-Hanford contractor's facilities. • Maintenance of fire protection equipment and building features such as fire barriers, fire dampers, emergency lights, fire extinguishers.				
Reporting					
Frequency	**Period**	**Internal Contractor's Date of Submission**			
Monthly	Calendar month	Within 10 business days of the end of the previous calendar month			
FYXX Performance Measure					
PM J38: Fleet Services – Heavy Equipment (Cranes, Excavators, General Purpose)					
Service area	Fleet Services.				
Corresponding J-3	38	Corresponding SDD	TBD	Corresponding PI	(FYXX) 1.1
Performance Measure Details					
Objective	Maximize equipment availability				
Measure	In-service times for 3 categories: Cranes; Excavators; and General purpose (e.g., road maintenance equipment, augers/drills, graders, plows, bucket lifts, portable pumps, smoke ejectors, sanders, rubber tired tractors, crawler tractors, vibrating compactors, welders, farm machinery, boats, and boat engines). The clock is started and stopped by a computer-generated time stamp on the work document, which is triggered by a "start" and "complete" radial button.				
Calculation methodology	Percentage of (total hours minus down time hours) divided by total hours collected by month and averaged over the year for each category				
Target	Percent in-service: Cranes – ≥70% Excavators – ≥90%				

Table J-4.4. FYXX Performance Measures

	General purpose – ≥90%				
Contractor stoplight levels	Cranes: ≥70% – Green 69-65% – Yellow <65% – Red Excavators: ≥90% – Green 89-85% – Yellow <85% – Red General Purpose: ≥90% – Green 89-85% – Yellow <85% – Red				
Bounding conditions	• Critical equipment only as defined above. • Delays due to customer not meeting appointments will not be counted. • Delays waiting for manufacturer, customer, or vendor instructions will not be counted. • 24/7.				
Reporting					
Frequency	**Period**	**Internal Contractor's Date of Submission**			
Monthly	Calendar month	Within 10 business days of the end of the previous calendar month			
FYXX Performance Measure					
PM J38: Fleet Services – Light Equipment (Hanford Patrol, Hanford Fire, Special Purpose Trucks)					
Service area	Fleet Services				
Corresponding J-3	38	Corresponding SDD	TBD	Corresponding PI	(FYXX) 1.1
Performance Measure Details					
Objective	Maximize equipment availability				
Measure	In-service times for three categories of light vehicles: • Hanford Patrol (e.g., security sedans, vans, sport utility vehicles, and four-wheel drive trucks/vehicles). • Hanford Fire (e.g., ladder and aerial trucks, brush trucks, water tenders, and ambulances). • Special purpose trucks (e.g., sedans, buses, two- and four-wheel drive pickups, vans, scooters, and sport utility vehicles). The clock is started and stopped by a computer-generated time stamp on the work document which is triggered by a "start" and "complete" radial button.				
Calculation methodology	Percentage of (total hours minus hours down time) divided by total hours collected by month and averaged over the year for each category				
Target	Percent in-service: Hanford Patrol – 90% Hanford Fire – 85% Special purpose trucks – 90%				

Table J-4.4. FYXX Performance Measures

Contractor stoplight levels	Hanford Patrol: • ≥90% – Green • 89-85% – Yellow • <85% – Red Hanford Fire: • ≥85% – Green • 84-80% – Yellow • <80% – Red Special purpose trucks: • ≥90% – Green • 89-85% – Yellow • <85% – Red
Bounding conditions	• Critical equipment only as defined above. • Delays due to customer not meeting appointments will not be counted. • Delays due to manufacturer, customer, or vendor instructions will not be counted. • 24/7.

Reporting		
Frequency	**Period**	**Internal Contractor's Date of Submission**
Monthly	Calendar month	Within 10 business days of the end of the previous calendar month

FYXX Performance Measure					
PM J14-1: Cyber Security – System Patching					
Service area	Cyber Security				
Corresponding J-3	14	Corresponding SDD	TBD	Corresponding PI	(FYXX) 1.1

Performance Measure Details	
Objective	Ensure system stability, integrity, and security by deploying software patches in a timely manner to support system users
Measure	Days to deploy patch
Calculation methodology	Number of on time patches deployed divided by total number of patches received
Target	14 business day turnaround time (desktops)/14 business day turnaround time (databases/servers)
Contractor stoplight levels	Green: ≥97%, Yellow: 96-94%, Red: <94%
Bounding conditions	Turnaround time clock begins as soon as patch is received from software vendor. Includes the standard Microsoft operating system on desktops, thin clients, and servers as maintained by the desktop/server image, Linux servers, and managed Oracle® and Microsoft SQL® databases running the Site supported standard and enterprise versions of Oracle and SQL and maintained within the 2 Hanford data centers. Only includes security related patches as identified by software vendor and rated high or critical. Excludes enclaves and the Occupational Medical Services Contractor along with Androids, Apple iOS, Blackberry, and other non-Windows devices as well as SQL Express, CE®.

Table J-4.4. FYXX Performance Measures

	The desktop patch is considered complete once available for deployment through SysPatch or included as part of the recompose of the production thin client pool. Approved customer-requested delays, systems with a risk assessment in place, and/or patches that do not pass test plans and have email concurrence of the Contractor Information Security System Manager or delegate are exempt from this performance measure.				
Reporting					
Frequency	**Period**	**Internal Contractor's Date of Submission**			
Monthly	Calendar month	Within 10 business days of the end of the previous calendar month			
FYXX Performance Measure					
PM J32-3: Dosimetry – External Services					
Service area	Dosimetry Services				
Corresponding J-3	32	Corresponding SDD	TBD	Corresponding PI	(FYXX) 1.1
Performance Measure Details					
Objective	Provide timely dosimetry response to external customers				
Measure	Days to completion				
Calculation methodology	Total on time requests divided by total number of requests				
Target	≥95% 10 business day turnaround time (routine exchanges)/30 business day turnaround time (annual exchanges)				
Contractor stoplight levels	Green: ≥95%, Yellow: 94-90%, Red: <90%				
Bounding conditions	N/A				
Reporting					
Frequency	**Period**	**Internal Contractor's Date of Submission**			
Monthly	Calendar month	Within 10 business days of the end of the previous calendar month			
FYXX Performance Measure					
PM J32-1: Radiological Instrumentation Calibration					
Service area	Radiological Instrumentation				
Corresponding J-3	32	Corresponding SDD	TBD	Corresponding PI	(FYXX) 1.1
Performance Measure Details					
Objective	Provide radiological instrumentation calibration in support of the cleanup mission				
Measure	Number of on time requests completed				
Calculation methodology	Number of on time requests completed divided by total number of requests				
Target	≥90% 10 day turnaround time				

Table J-4.4. FYXX Performance Measures

Contractor stoplight levels	Green: ≥90%, Yellow: 89-85%, Red: <85%	
Bounding conditions	Turnaround time requirements are for routine calibrations and will not include special requests, modifications to instrumentations, and validations of new instrument requests. Radiological Site Services has certain capacity for calibrations according to current labor resources. A significant increase of demand by the client (e.g., a large influx of equipment in a limited amount of time) will not be considered normal workload conditions and will not be included in the on time delivery calculation.	
Reporting		
Frequency	**Period**	**Internal Contractor's Date of Submission**
Monthly	Calendar month	Within 10 business days of the end of the previous calendar month

Note: Product names cited in this table are trademarks or registered trademarks of their respective companies.

FSM = Fire Systems Maintenance

N/A = Not Applicable

PI = Performance Incentive

SDD = Site Stewardship Division

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