

## Award Fee Determination Scorecard

**Contractor:** Mission Support Alliance (MSA)

**Contract:** Mission Support Contract

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

**Award Period:** October 2019 through May 25, 2020

**Basis of Evaluation:** Performance Evaluation and Measurement Plan

**Award Fee Available:** \$18,200,036

**Award Fee Earned:**

Objective: \$10,829,021 (of \$11,284,022 available)

Subjective: \$6,016,932 (of \$6,916,014 available)

Total: \$16,845,953 (of \$18,200,036 available; earned 92.6% of total award fee available)

The contractor has exceeded many of the significant award-fee criteria and has met overall cost, schedule, and technical performance requirements of the contract. Taken together, as defined and measured against the criteria in the award-fee plan for the evaluation period, the contractor performance is Very Good.

**Significant Achievements:**

MSA's performance in demonstrating effective Hanford Site integration was excellent. Successes included identifying longstanding or emerging issues that affect efficient Hanford Site operations and providing recommendations for improvement. MSA's efforts went above and beyond expectations and surpassed targets for coordination with other contractors and DOE, particularly during the COVID-19 pandemic. MSA efficiently mobilized resources to support the COVID-19 pandemic response and performed Site mission-critical operations with minimal disruption to existing commitments.

As the Site integrator, MSA had a significant positive effect on Hanford operations. MSA provided leadership in anticipation of and timely identification/resolution of issues across the Site. MSA's success in executing the changes necessary for implementation of the *Coronavirus Aid, Relief, and Economic Security (CARES) Act*, interpreting and implementing CDC guidance, supporting remote work, and maintaining Hanford Site mission-critical operations during the pandemic was exceptional. MSA's performance included the following:

- Led the development and implementation of the Hanford Site Governance Model, which provides a pathway for timely decision-making among DOE and Hanford Site contractors and proved invaluable during the response to the COVID-19 pandemic.
- Ensured essential operations, including protection of nuclear material, training at the HAMMER Federal Training Center, emergency response, information technology (IT) and Site infrastructure operations (water treatment, fire protection, sewer, electrical utilities, roads, etc.) were staffed and maintained, and MSA rapidly implemented plans and controls to perform the work safely. These operations involved the majority of Site essential workers in the early phases of the Site's COVID-19 remobilization.

- Supported Hanford and the DOE complex in the management and shipment of personal protective equipment.
- Quickly developed and implemented cleaning and sanitization processes, bringing on 30 additional staff members, and increasing supplies to sanitize and clear facilities across the Site for occupancy.
- Proactively implemented the management directive for COVID-19 notifications.
- Ensured the Hanford Fire Department (HFD) was extremely proactive with COVID-19 protocols. HFD worked with the county emergency medical director to implement ambulance crew protocols for transporting patients with COVID-19.
- Supported remote work in the following ways:
  - Ensured thousands of teleworking Site employees had the tools they needed to successfully work remotely.
  - Helped Site employees work through technical issues with personal computing devices such as tablets, laptops and smartphones as they prepared to telework.
  - Consistently supported Site employees during a dramatic increase in help desk service calls, which rose from 250 per day to more than 1,100 service requests per day.
  - Rapidly transformed IT infrastructure and desktop user enhancements to support an increase from 400 employees teleworking to 4,500 employees teleworking by the end of March.
- Supported DOE and provided leadership and coordination with other Hanford contractors on the Site's workforce changes during implementation of the CARES Act.
- Proactively established COVID-19 protocols for the HAMMER Federal Training Center campus, leading coordination with other Hanford contractors and ensuring cohesive training to support the safe remobilization of the Site's workforce.

Additionally, MSA continued to right-size and reduce the active Site footprint above and beyond the objective requirements, resulting in a reduction of long-term maintenance costs. MSA met or exceeded expectations for providing services to the Hanford Site contractors and did a good job of managing costs for those services, and MSA maintained good communications with the other contractors.

The HFD was extremely proactive with its wildfire mitigation actions this year. HFD also helped combat the Saddle Mountain Fire in July that burned nearly 9,800 acres without damaging any critical structures on the Site.

**Significant Deficiencies:**

Though there were no significant deficiencies, there were opportunities for improvement. Areas of improvement included adhering to schedules and less-than-timely resolution of ongoing software quality assurance issues.