AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE

PAGE 1 OF PAGES 61

2. AMENDMENT/MODIFICATION NO. 0769

3. EFFECTIVE DATE See Block 16C

4. REQUISITION/PURCHASE REQ. NO. Not Applicable

5. PROJECT NO. (If applicable)

6. ISSUED BY CODE 893039

Richlands Operations Office
U.S. Department of Energy
Richland Operations Office
P.O. Box 550, MSIN H5-20
Richland WA 99352

7. ADMINISTERED BY (If other than Item 6) CODE 00601

Richland Operations Office
U.S. Department of Energy
Richland Operations Office
P.O. Box 550, MSIN H5-20
Richland WA 99352

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 99352

CODE 010605464 FACILITY CODE

(x) 9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

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.
	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).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
X	D. OTHER (Specify type of modification and authority) Clause B.8 Fee Determination and Payment

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 revises Table B.4-3, Available Award Fee Determination to reflect the final fee determination for Fiscal Year 2018 of $20,963,602.00 out of the available Fiscal Year 2018 fee of $22,230,755.00. The fee determination was transmitted to Mission Support Alliance, LLC by DOE Letter 19-PRO-0045 dated January 23, 2019.

This modification revises Section J.4-i FY 2018 Performance Evaluation and Measurement Plan (PEMP) to revise the FY 2018 Available Award Fee in Table 4.1 Fee Calculation Methodology as reflected in Attachment 1, Changes.

Attachments:
Attachment 1 - Changes
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) for J. Jahner
Karras Brackenbury, Contracts

16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)
Timothy E. Corbett

15B. CONTRACTOR/OFFEROR
K Brackenbury
(Signature of person authorized to sign)

15C. DATE SIGNED 1/29/19

16B. UNITED STATES OF AMERICA
Timothy E. Corbett
(Signature of Contracting Officer)

16C. DATE SIGNED 1/30/2019

NSN 7540-01-152-8070
Previous edition unusable

STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA
FAR (48 CFR) 53.243

NAME OF OFFEROR OR CONTRACTOR
MISSION SUPPORT ALLIANCE, LLC

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Attachment 2 - Section B Conformed Attachment 3 - Section J TOC Conformed Attachment 4 - Section J.4-i 18 PEMP There is no change in the total contract amount as a result of this modification. This modification does not add additional funds to the contract. Accordingly, work under the Contract, such as described herein, must 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). By signature on this modification, the Contractor agrees to the following Contractor's Statement of Release: In consideration of this Modification 769 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. There are no other changes to the terms and conditions of the contract. Payment: Period of Performance: 05/26/2009 to 05/25/2019				

The following revisions are included with this modification:

Table B.4-3, Available Award Fee Distribution (excluding Table B.4-2.a and Table B.4-2.b above)					
Contract Period	**Available Fee as originally Awarded**	**Fee associated with contract changes**	**Total Available Fee**	**Available Fee Earned & Paid**	**Fee Forfeited**
Base Period					
Fiscal Year 2009	$1,948,268.00	$16,049.00	$1,964,317.00		
Fiscal Year 2010	$20,261,987.00	$160,038.00	$20,422,025.00	$19,332,431.00	$3,053,911.00
Fiscal Year 2011	$25,327,484.00	$837,282.00	$26,164,766.00	$23,956,349.00	$2,208,417.00
Fiscal Year 2012	$21,275,349.00	($48,431.00)	$21,226,918.00	$19,099,251.00	$2,127,667.00
Fiscal Year 2013	$20,261,987.00	$768,660.00	$21,030,647.00	$19,352,402.00	$1,678,245.00
Fiscal Year 2014	$12,234,861.00	$(104,762.00)	$12,130,099.00	$10,553,429.00	$1,576,670.00
Total Base Period	$101,309,936.00	$1,628,836.00	$102,938,772.00	$92,293,862.00	$10,644,910.00
Option Period(s)					
Option Period 1					
Fiscal Year 2014	$6,701,089.00	$155,301.00	$6,856,390.00	$5,965,197.00	$891,193.00
Fiscal Year 2015	$20,630,771.00	$413,045.00	$21,043,816.00	$18,776,345.00	$2,267,471.00
Fiscal Year 2016	$20,081,355.00	$1,021,420.00	$21,102,775.00	$19,249,952.00	$1,852,823.00
Fiscal Year 2017	$13,755,623.00	$702,085.00	$14,457,708.00	$13,588,780.00	$868,928.00
Total Option Period 1	$61,168,838.00	$2,291,851.00	$63,460,689.00	$57,580,274.00	$5,880,415.00
Option Period 2					
Fiscal Year 2017	$6,891,996.00	$338,833.00	$7,230,829.00	$6,796,276.00	$434,553.00
Fiscal Year 2018	$21,287,092.00	$943,663.00	$22,230,755.00	~~TBD~~ $20,963,602.00	~~TBD~~ $1,267,153.00
Fiscal Year 2019	$13,745,764.00	$677,494.00	$14,423,258.00	TBD	TBD
Total Option Period 2	$41,924,852.00	$1,959,990.00	$43,884,842.00	TBD	TBD
Total Option Period(s)	$103,093,690.00	$4,251,841.00	$107,345,531.00	TBD	TBD
Total Base & Option Periods	$204,403,625.00	$5,880,677.00	$210,284,303.00	~~$156,670,412.00~~ $177,634,014.00	~~$16,959,878.00~~ $18,227,031.00

FEE CALCULATION METHODOLOGY

Table 4.1, Fee Calculation Methodology

STRATEGIC AREA	ALIGNMENT TO CLEANUP MISSION	PERFORMANCE OUTCOMES		FEE
1.0: Effective Site Cleanup	Deliver site-wide services and reliable infrastructure.	1.1	Achievement of cleanup contractors' key milestones and regulatory commitments.	50%
2.0: Efficient Site Cleanup	Align resources and capabilities to support the site cleanup mission.	2.1	Reduced cost of site cleanup.	10%
Target Objective Performance Outcome Fee Allocation: (~~22,165,111~~22,230,755 X 60% = $~~13,299,067~~13,338,453)				**60%**
3.0: Comprehensive Performance		3.1	Subjective outcome.	40%
Target Subjective Performance Outcome Fee Allocation: (~~22,165,111~~22,230,755 X 40% = $~~8,866,044~~8,892,302)				**40%**

PART I – THE SCHEDULE

SECTION B

SUPPLIES OR SERVICES AND PRICES/COSTS

TABLE OF CONTENTS

B.1 TYPE OF CONTRACT 1

B.2 ITEM(S) BEING ACQUIRED 1

B.3 OBLIGATION AND AVAILABILITY OF FUNDS 1

B.4 CONTRACT COST AND CONTRACT FEE 1

B.5 CHANGES TO CONTRACT COST AND CONTRACT FEE 7

B.6 BASIS FOR TOTAL AVAILABLE FEE 8

B.7 FEE STRUCTURE 9

B.8 FEE DETERMINATION AND PAYMENT 10

B.9 FEE REDUCTIONS 11

B.10 SMALL BUSINESS SUBCONTRACTING FEE REDUCTION 12

B.11 ALLOWABILITY OF SUBCONTRACTOR FEE 13

B.12 DEAR 970.5215-3, CONDITIONAL PAYMENT OF FEE, PROFIT, AND OTHER INCENTIVES – FACILITY MANAGEMENT CONTRACTS (ALTERNATE II) (JAN 2004) [DEVIATION] 13

B.13 CONDITIONAL PAYMENT OF FEE (CPOF) DOE RICHLAND OPERATIONS OFFICE SITE-SPECIFIC PERFORMANCE CRITERIA/REQUIREMENTS 21

PART I – THE SCHEDULE

SECTION B

SUPPLIES OR SERVICES AND PRICES/COSTS

B.1 TYPE OF CONTRACT

This is a performance-based Cost-Plus-Award Fee Contract for services to directly support the environmental clean-up mission at the U.S. Department of Energy (DOE) Hanford Site, with a fee structure that provides a strong financial motivation for the Contractor to furnish safe, compliant, cost-effective and energy-efficient services.

B.2 ITEM(S) BEING ACQUIRED

The Contractor shall, in accordance with the terms of this Contract, provide the personnel, equipment, materials, supplies, and services and do all things necessary for, or incident to, providing its best efforts to manage, operate, and deliver mission support services.

B.3 OBLIGATION AND AVAILABILITY OF FUNDS

(a) Obligation of Funds - Direct Funding. Pursuant to the Section I Clause entitled, *FAR 52.232-22, Limitation of Funds,* total funds in the amount of $2,886,521,468.78 have been allotted for obligation and are available for payment of services provided from the effective date of this Contract through May 25, 2019.

(b) Availability of Funds. Except as may be specifically provided in the Section I Clause entitled, *DEAR 952.250-70, Nuclear Hazards Indemnity Agreement*, the duties and obligations of DOE hereunder calling for the expenditure of appropriated funds shall be subject to the availability of funds appropriated by the U.S. Congress that DOE may legally spend for such purposes.

(c) Other Hanford Contractors (OHCs) User Based Services (UBS). As discussed in Clause H-44, Hanford site services interface requirements matrix, UBS is received from OHCs for services provided by the Contractor. OHCs provide reimbursement of these services at full cost recovery (exclusive of fee). OHC UBS is not included in the funding amounts specified in (a) above. OHC payment for UBS services shall be recognized by the Contractor as Revenue.

B.4 CONTRACT COST AND CONTRACT FEE

This Section establishes the estimated Total Contract Cost and Contract Fee.

Table B.4-1, Contract Cost and Contract Fee, identifies the *Estimated Direct Funded Contract Cost, Estimated OHC UBS Cost, Available Award Fee, Contract Price, Estimated OHC UBS Revenue,* and *Direct Funded Contract Price*. This table does not reflect costs associated with Portfolio Management Task Orders or Work for Others, as defined in Statement of Work Sections

C.2.5.3 and C.3.8 (respectively), which are reflected in Tables B.4-2.a and B.4-2.b, below.

Definitions for Table B.4-1 are:

(a) *Estimated Direct Funded Contract Cost* is defined as all costs (including Contractor self-purchased UBS costs) initially proposed by the Contractor for base statement of work (excluding costs identified in Tables B.4-2.a and B.4-2.b) and approved contract modifications.

(b) *Estimated OHC UBS Cost* is defined as the cost of UBS services required by the OHCs in accordance with Section J-3 *Hanford Site Services and Interface Requirements Matrix* and performed by the Contractor as specified in B.3(c).

(c) *Available Award Fee* is defined as the maximum amount of award fee that may be earned under the Contract. Total Available Award Fee is applicable to direct funded and OHC UBS work scope as addressed in the Section J Attachment J-4 entitled *Performance Evaluation and Measurement Plan*. Available award fee for each fiscal year is allocated in accordance with B.7 Fee Structure.

(d) *Contract Price* is defined as the sum of *Estimated Direct Funded Contract Cost*, *Estimated OHC UBS Cost*, and *Available Award Fee (allocated each fiscal year)*

(e) *Estimated OHC UBS Revenue* is defined as the estimated funds to be received from OHCs for UBS.

(f) *Direct Funded Contract Price* is defined as the *Contract Price* less the *Estimated OHC UBS Revenue* as specified in B.3(a) Obligation of Funds.

Table B.4-1, Contract Cost and Contract Fee

Contract Period	**Elements of Estimated Contract Cost and Contract Fee**					
Year of Performance	**Estimated Direct Funded Cost** **(a)**	**Estimated OHC UBS Cost** **(b)**	**Available Award Fee** **(c)**	**Estimated Contract Price** **(d)**	**Estimated OHC UBS Revenue** **(e)**	**Estimated Direct Funded Contract Price** **(f)**
Transition Period*	$6,203,827.00	$0.00	$0.00	$6,203,827.00	$0.00	$6,203,827.00
***Transition Period Costs are included in FY2009 costs**						
Base Period						
Fiscal Year 2009	$28,409,658.00	$5,107,928.00	$1,964,317.00	$35,481,903.00	($5,107,928.00)	$30,373,975.00
Fiscal Year 2010	$296,952,390.00	$134,041,493.00	$20,422,025.00	$451,415,908.00	$(134,041,493.00)	$317,374,415.00
Fiscal Year 2011	$277,738,679.00	$168,232,316.00	$26,164,766.00	$472,135,761.00	$(168,232,316.00)	$303,903,445.00
Fiscal Year 2012	$250,004,284.00	$91,837,218.00	$21,226,918.00	$363,068,420.00	$(91,837,218.00)	$271,231,202.00
Fiscal Year 2013	$321,405,547.00	$85,074,223.00	$21,030,647.00	$427,510,417.00	$(85,074,223.00)	$342,436,194.00

Fiscal Year 2014	$187,724,694.00	$33,461,011.00	$12,130,099.00	$233,315,804.00	($33,461,011.00)	$199,854,793.00
Total Base Period	**$1,362,235,252.00**	**$517,754,189.00**	**$102,938,772.00**	**$1,982,928,213.00**	**($517,754,189.00)**	**$1,465,174,024.00**
Option Period(s)						
Option Period 1						
Fiscal Year 2014	$96,503,198.00	$20,074,957.00	$6,856,390.00	$123,434,545.00	($20,074,957.00)	$103,359,588.00
Fiscal Year 2015	$297,348,012.00	$72,703,914.00	$21,043,816.00	$391,095,742.00	($72,703,914.00)	$318,391,828.00
Fiscal Year 2016	$282,441,350.00	$82,635,068.00	$21,102,775.00	$386,179,193.00	($82,635,068.00)	$303,544,125.00
Fiscal Year 2017	$193,009,496.00	$70,245,452.00	$14,457,708.00	$277,712,656.00	($70,245,452.00)	$207,467,204.00
Total Option Period 1	**$869,302,056.00**	**$245,659,391.00**	**$63,460,689.00**	**$1,178,422,136.00**	**($245,659,391.00)**	**$932,762,745.00**
Option Period 2						
Fiscal Year 2017	$94,602,027.00	$38,232,091.00	$7,230,829.00	$140,064,947.00	($38,232,091.00)	$101,832,856.00
Fiscal Year 2018	$302,676,957.00	$113,317,098.00	$22,230,755.00	$438,224,810.00	($113,317,098.00)	$324,907,712.00
Fiscal Year 2019	$211,887,717.00	$76,710,896.00	$14,423,258.00	$303,021,871.00	($76,710,896.00)	$226,310,975.00
Total Option Period 2	**$609,166,701.00**	**$228,260,085.00**	**$43,884,842.00**	**$881,311,628.00**	**($228,260,085.00)**	**$653,051,543.00**
Total Option Period(s)	**$1,478,468,757.00**	**$473,919,476.00**	**$107,345,531.00**	**$2,059,733,764.00**	**($473,919,476.00)**	**$1,585,814,288.00**
Total Contract	**$2,840,704,009.00**	**$991,673,665.00**	**$210,284,303.00**	**$4,042,661,977.00**	**($991,673,665.00)**	**$3,050,988,312.00**

Table B.4-2.a defines the estimated contract price for work performed as part of Section C.2.5.3 Portfolio Management that is ordered by task order. Each Portfolio Management Task Order (PMTO) is individually priced. The amounts defined in Table B.4-2.a do not invoke the provisions of Clause B.5 for fee adjustments, as fee is determined on each task order.

Definitions for Table B.4-2.a are:

(a) *Estimated PMTO Direct Funded Contract Cost* is defined as sum of the negotiated costs for PMTO work.

(b) *PMTO Fixed Fee* is defined as the sum of the negotiated fixed fee amounts for all PMTO work.

(c) *PMTO Price* is defined as the sum of *Estimated PMTO Direct Funded Contract Cost* and *PMTO Fixed Fee*, as specified in B.3(a) Obligation of Funds.

Table B.4-2.a, Task Order Cost and Contract Fee for Portfolio Management Task Orders (PMTO)			
Contract Period	**Elements of Estimated Contract Cost and Contract Fee**		
	Estimated Contract Cost (a)	**Estimated Fixed Fee (b)**	**Contract Price (c)**
Base Period			
Fiscal Year 2009	$39,763.00	$ -	$39,763.00
Fiscal Year 2010	$ -	$ -	$ -
Fiscal Year 2011	$375,846.68	$24,911.00	$400,757.68
Fiscal Year 2012	$260,729.31	$933.00	$261,662.31
Fiscal Year 2013	$447,993.05	$2,926.00	$450,919.05
Fiscal Year 2014	$159,524.08	$9,635.90	$169,159.98
Total Base Period	**$1,283,856.12**	**$38,405.90**	**$1,322,262.02**
Option Period 1			
Fiscal Year 2014	$110,041.92	$6,575.40	$116,617.32
Fiscal Year 2015	$451,156.86	$26,794.00	$477,950.86
Fiscal Year 2016	$76,250.01	$17,699.00	$93,949.01
Fiscal Year 2017	-$64,430.12	$ -	-$64,430.12
Total Option Period 1	**$573,018.67**	**$51,068.40**	**$624,087.07**
Option Period 2			
Fiscal Year 2017	$142,248.57	$5,760.00	$148,008.57
Fiscal Year 2018	$448,078.46	$23,384.72	$471,463.18
Fiscal Year 2019	$260,547.29	$10,454.79	$ 271,002.08
Total Option Period 2	**$850,874.32**	**$39,599.51**	**$890,473.83**
Total Option Periods	**$1,423,892.99**	**$90,667.91**	**$1,514,560.90**
Total Contract	**$2,707,749.11**	**$129,073.81**	**$2,836,822.92**

Table B.4-2.b defines the estimated contract price for work performed under the Statement of Work Section C.3.8 Work for Others (WFO) in accordance with DEAR 970.5217-1 and DEAR 970.5232-6. This table also includes the estimated contract price for additional work within the general scope of the contract ordered by and authorized through a Request for Service (RFS). Each Request for Service order for additional work within the general work scope of the contract is individually priced. The amounts defined in Table B.4-2.b do not invoke the provisions of Clause B.5 for fee adjustments as fee is determined on each RFS or WFO.

Definitions for Table B.4-2.b are:

(a) *Estimated RFS and WFO Direct Funded Contract Cost* is defined as sum of the negotiated costs for RFS and WFO work.

(b) *RFS and WFO Fixed Fee* is defined as the sum of the negotiated fixed fee amounts for all RFS and WFO work.

(c) *RFS and WFO Price* is defined as the sum of *Estimated RFS and WFO Direct Funded Contract Cost* and *RFS and WFO Fixed Fee* as specified in B.3(a) Obligation of Funds.

Table B.4-2.b Request for Service and WFO			
Contract Period	**Elements of Estimated Contract Cost and Contract Fee**		
Year of Contract Performance	**Estimated Contract Cost**	**Estimated Fixed Fee**	**Contract Price**
Base Period			
Fiscal Year 2009	$ -	$ -	$ -
Fiscal Year 2010	$ -	$ -	$ -
Fiscal Year 2011	$ -	$ -	$ -
Fiscal Year 2012	$1,617,108.00	$121,188.00	$1,738,296.00
Fiscal Year 2013	$715,505.00	$52,308.00	$767,813.00
Fiscal Year 2014	$125,368.00	$11,345.00	$136,713.00
Total Base Period	**$2,457,981.00**	**$184,841.00**	**$2,642,822.00**
Option Period 1			
Fiscal Year 2014	$62,684.00	$5,673.00	$68,357.00
Fiscal Year 2015	$217,339.00	$17,695.00	$235,034.00
Fiscal Year 2016	$291,223.00	$22,278.00	$313,501.00
Fiscal Year 2017	$0.00	$0.00	$0.00
Total Option Period 1	**$571,246.00**	**$45,646.00**	**$616,892.00**
Option Period 2			
Fiscal Year 2017	$0.00	$0.00	$0.00
Fiscal Year 2018	$1,174,777.00	$31,484.00	$1,206,261.00
Fiscal Year 2019	$0.00	$0.00	$0.00
Total Option Period 2	**$1,174,777.00**	**$31,484.00**	**$1,206,261.00**
Total Option Periods	**$1,746,023.00**	**$77,130.00**	**$1,823,153.00**
Total Contract	**$4,204,004.00**	**$261,971.00**	**$4,465,975.00**

Table B.4-3 delineates the Total Available Award Fee Distribution as fee allocations, contract definitization, and final fee determinations are made for each fiscal year.

Table B.4-3, Available Award Fee Distribution (excluding Table B.4-2.a and Table B.4-2.b above)					
Contract Period	**Available Fee as originally Awarded**	**Fee associated with contract changes**	**Total Available Fee**	**Available Fee Earned & Paid**	**Fee Forfeited**
Base Period					
Fiscal Year 2009	$1,948,268.00	$16,049.00	$1,964,317.00		
Fiscal Year 2010	$20,261,987.00	$160,038.00	$20,422,025.00	$19,332,431.00	$3,053,911.00
Fiscal Year 2011	$25,327,484.00	$837,282.00	$26,164,766.00	$23,956,349.00	$2,208,417.00
Fiscal Year 2012	$21,275,349.00	($48,431.00)	$21,226,918.00	$19,099,251.00	$2,127,667.00
Fiscal Year 2013	$20,261,987.00	$768,660.00	$21,030,647.00	$19,352,402.00	$1,678,245.00
Fiscal Year 2014	$12,234,861.00	$(104,762.00)	$12,130,099.00	$10,553,429.00	$1,576,670.00
Total Base Period	$101,309,936.00	$1,628,836.00	$102,938,772.00	$92,293,862.00	$10,644,910.00
Option Period(s)					
Option Period 1					
Fiscal Year 2014	$6,701,089.00	$155,301.00	$6,856,390.00	$5,965,197.00	$891,193.00
Fiscal Year 2015	$20,630,771.00	$413,045.00	$21,043,816.00	$18,776,345.00	$2,267,471.00
Fiscal Year 2016	$20,081,355.00	$1,021,420.00	$21,102,775.00	$19,249,952.00	$1,852,823.00
Fiscal Year 2017	$13,755,623.00	$702,085.00	$14,457,708.00	$13,588,780.00	$868,928.00
Total Option Period 1	$61,168,838.00	$2,291,851.00	$63,460,689.00	$57,580,274.00	$5,880,415.00
Option Period 2					
Fiscal Year 2017	$6,891,996.00	$338,833.00	$7,230,829.00	$6,796,276.00	$434,553.00
Fiscal Year 2018	$21,287,092.00	$943,663.00	$22,230,755.00	$20,963,602.00	$1,267,153.00
Fiscal Year 2019	$13,745,764.00	$677,494.00	$14,423,258.00	TBD	TBD
Total Option Period 2	$41,924,852.00	$1,959,990.00	$43,884,842.00	TBD	TBD
Total Option Period(s)	$103,093,690.00	$4,251,841.00	$107,345,531.00	TBD	TBD
Total Base & Option Periods	$204,403,625.00	$5,880,677.00	$210,284,303.00	$177,634,014.00	$18,227,031.00

* *Fee for August 24, 2009 to September 30, 2009 performance was combined with the FY 2010 Final Fee Determination.*

The following Table, *Summary of Contract Estimated Costs and Fee Tables*, summarizes the Contract Cost and Fee from Tables B.4-1, B.4-2.a, and B.4-2.b.

Definitions for descriptions used in the following table are as follows:

Total Estimated Direct Funded Contract Cost is defined as the sum of *Estimated Direct Funded Contract Cost* (B.4-1), *Estimated PMTO Direct Funded Contract Cost* (B-4.2.a), and *Estimated RFS and WFO and Direct Funded Contract Cost* (B-4.2.b).

(a) *Total Estimated OHC UBS Cost* is defined as *Estimated OHC UBS Cost* (B.4-1).

(b) *Total Estimated Contract Cost* is defined as the sum of *Total Estimated Direct Funded Contract Cost* and *Total Estimated OHC UBS Cost*.

(c) *Total Available Award Fee* is defined as *Available Award Fee* (B-4.1).

(d) *Total Fixed Fee* is defined as the sum of *PMTO Fixed Fee* (B-4.2.a) and *RFS and WFO Fixed Fee* (B-4.2.b).

(e) *Total Contract Fee* is defined as the sum of *Total Available Award Fee* and *Total Fixed Fee*.

(f) *Total Contract Price* is defined as the sum of *Total Estimated Contract Cost* and *Total Contract Fee*.

(g) *Total Estimated OHC UBS Revenue* is defined as *Estimated OHC UBS Revenue* (B.4-1).

(h) *Total Direct Funded Contract Price* is defined as *Total Contract Price* less *Total Estimated OHC UBS Revenue* as specified in B.3(a) Obligation of Funds.

	Summary Contract Estimated Costs and Fee Table
Total Estimated Direct Funded Contract Cost (a)	$2,847,615,762.11
Total Estimated OHC UBS Cost (b)	$991,673,665.00
Total Estimated Contract Cost (c) = (a+b)	$3,839,289,427.11
Total Available Award Fee (d)	$210,284,303.00
Total Fixed Fee (e)	$391,044.81
Total Contract Fee (f) = (d+e)	$210,675,347.81
Total Contract Price (g) = (c+f)	$4,049,964,774.92
Total Estimated OHC UBS Revenue (h)	($991,673,665.00)
Total Direct Funded Contract Price (i) = (g-h)	$3,058,291,109.92

B.5 CHANGES TO CONTRACT COST AND CONTRACT FEE

(a) Funding.

(1) DOE intends to obligate funding to the Contract in accordance with the *Contract Price* shown by fiscal year in Table B.4-1, *Contract Cost and Contract Fee*. The

Contractor shall not be entitled to an equitable adjustment to *Available Fee* if the funding guidance by fiscal year is within 10% of the amount shown in Table B.4-1.

(2) Pursuant to Section C.3.1.2.3, DOE will provide annual funding guidance to the Contractor. The Contractor shall then develop an Integrated Priority List (IPL) in accordance with the funding guidance. The Contractor shall submit the IPL for DOE approval. Within 60 days of the DOE approval of the IPL, the Contractor shall, unless directed otherwise by the Contracting Officer, submit proposals consistent with the approved IPL work scope, projected Work for Others, and annual forecast of services from Other Hanford Contractors (OHC) to adjust the *Contract Price* and/or Schedule in accordance with the Section I Clause entitled, *FAR 52.243-2, Changes – Cost Reimbursement, Alternates II, III, and IV*.

(b) Performance Risk.

(1) Changes to *Total Available Fee* will accurately reflect the corresponding changes to the Contract with respect to performance risk as determined by DEAR 915.404-4-70, *DOE structured profit and fee system* and implemented by the profit-analysis factors defined in FAR 15.404-4, *Profit*. Accordingly, changes to the Contract resulting in an increase or decrease to the Contractor's performance risk as defined in FAR 15.404-4(d)(1), shall cause a proportionate increase or decrease to the *Total Available Fee*.

(2) If performance risk changes, the Contracting Officer may initiate a change or consider a request for equitable adjustment to the *Contract Price* and/or Schedule in accordance with the Section I Clause entitled, *FAR 52.243-2, Changes – Cost Reimbursement, Alternates II, III, and IV*.

B.6 BASIS FOR TOTAL AVAILABLE FEE

The cost basis for *Total Available Fee* shall be the *Total Contract Cost*, excluding:

(a) Pass-through funding provided to other contractors for Hanford Site services identified in the Section J Attachment entitled, *Hanford Site Services and Interface Requirements Matrix;*

(b) Costs associated with Work-for-Others performed under the Section I Clause entitled, *DEAR 970.5217-1, Work-for-Others Program*;

(c) Costs associated with sponsorship, management, administration and/or contributions for Legacy Plans (set forth in the Section H Clause entitled, Employee Compensation: Pay and Benefits) administered under this Contract; and

(d) Costs associated with sponsorship, management, administration and/or contributions for any defined benefit pension plan.

B.7 FEE STRUCTURE

(a) The Contracting Officer reserves the unilateral discretion to allocate between 15 percent (%) and 25% of the *Available Fee* for the *Base Period* and *Option Period(s)* (if exercised), to each fiscal year as described in this Clause; and as adjusted in the Section B Clause entitled, *Changes to Contract Cost and Contract Fee*. The Contractor will have the opportunity to earn 100% of the *Available Fee*, as adjusted, within a Contract period.

(b) The *Available Fee* shown in Table B.4-1, Contract Cost and Contract Fee, can be earned through objective fee components and/or subjective fee components. The performance measures for these components and the *Available Fee* for the period allocated to the fiscal year are provided in the Section J Attachment entitled, *Performance Evaluation and Measurement Plan* (PEMP). The PEMP may contain annual and multi-year performance measures.

(1) *Available Fee* for the period allocated to annual performance measures may only be earned in that fiscal year. Allocated *Available Fee* for the fiscal year not earned in the fiscal year for an annual performance measure is unavailable and not payable to the Contractor. The Contractor forfeits any rights to unearned fee. The Contracting Officer reserves the unilateral discretion to determine how any unearned fee will be utilized.

(2) *Available Fee* for the period allocated to fiscal years for multi-year performance measures may be earned incrementally or upon final fee determination. Allocated *Available Fee* not earned for a multi-year performance measure is unavailable and not payable to the Contractor. The Contractor forfeits any rights to unearned fee. The Contracting Officer reserves the unilateral discretion to determine how any unearned fee will be utilized.

(3) *Provisional Fee* is defined as *Available Fee* that is paid contingently during an annual performance period. *Provisional Fee* may become earned fee upon the final fee determination.

(4) *Incremental Fee* is defined as *Available Fee* that the Contractor may earn by achieving a specific, fee-bearing, performance measure event.

(5) Individual performance measures may require the Contractor to exceed approved baseline performance to earn 100% of the fee allocated to that performance measure.

(c) The Contracting Officer will prepare and issue performance measures prior to the start of each fiscal year. The Contracting Officer may provide draft performance measures for Contractor review and input; however, the Contracting Officer reserves the unilateral discretion to issue the performance measures without Contractor review.

B.8 FEE DETERMINATION AND PAYMENT

(a) Fee earned under this Contract will be paid in accordance with the specific criteria defined in the PEMP and the Clauses in Section B. Monthly provisional payments of fee may be authorized by the Contracting Officer and will be made in accordance with paragraph (b) of this Clause.

(b) For annual performance measures that do not have specific, incremental, fee-bearing performance measure events, the Contractor may request Contracting Officer approval to execute a monthly draw of *Provisional Fee* payments from the Special Financial Institution Account. The Contractor may request a monthly *Provisional Fee* payment of up to 7.5% of fee allocated to such performance measures, subject to a maximum payment of 80% of fee allocated to such performance measures, and also subject to withholding by DOE as described in paragraphs (e) and (f) of this Clause.

(c) The Contractor shall request Contracting Officer acceptance of a specific, incremental, fee-bearing performance measure event. Following Contracting Officer acceptance of a specific, incremental, fee-bearing performance measure event, the Contractor may request Contracting Officer approval to execute a draw of *Incremental Fee* from the Special Financial Institution Account, subject to withholding by the Contracting Officer as described in paragraphs (e) and (f) of this Clause and the Section B Clause entitled, *Fee Reductions*.

(d) At the end of each year of Contract performance, the Fee Determining Official will make a final *Fee Determination* using the PEMP described in the Section B Clause entitled, *Fee Structure*. In the event that fee overpayment results from the *Provisional Fee* payments provided for in this Clause, the Contractor shall reimburse the unearned fee overpayment within 30 days of notification, to the Contracting Officer payable with interest in accordance with the Section I Clause entitled, *FAR 52.232-17, Interest*.

(e) Withholding of *Incremental* and *Provisional Fee* Payments for adverse Contract Performance.

(1) Withholding of *Incremental* and *Provisional Fee* Payments. If the Contractor demonstrates adverse performance, the Contracting Officer reserves the unilateral discretion to withhold *Incremental* and *Provisional Fee* Payments. Withheld Fee Payments are not subject to interest for the amount(s) of the withheld fee payment(s) under 5 CFR 1315, *Prompt Payment.*

(2) Release of Withheld *Incremental* and *Provisional Fee* Payments. The Contracting Officer may release withheld *Incremental* and *Provisional Fee* Payments and resume making *Incremental* and *Provisional Fee* Payments when the Contractor demonstrates sustained recovery in performance.

(f) Withholding of *Incremental* and *Provisional Fee* Payments for bankruptcy or other issues with guarantor company(ies).[4]

(1) Withholding of *Incremental* and *Provisional Fee*. In order to assure the Contractor's ability to repay any *Incremental* and *Provisional Fee* Payments that are determined to be

in excess of the total fee earned, the Contracting Officer reserves the unilateral discretion to discontinue *Incremental* and *Provisional Fee* payments, in the event that a guarantor company files bankruptcy, is acquired by other owners, or impacted by other events that arise with the Contractor's guarantor company(ies) that can jeopardize DOE's ability to recover excess *Incremental Payment* and *Provisional Fee* Payments. Withheld Fee Payments are not subject to interest for the amount(s) of the withheld fee payment(s) under 5 CFR 1315, *Prompt Payment.*

(2) Release of Withheld *Incremental* and *Provisional Fee* Payments. Following receipt of evidence that bankruptcy or other issues do not affect the ability of the Contractor to continue to perform the obligations under the Contract, the Contracting Officer may release all *Incremental* and *Provisional Fee* Payments and resume making *Incremental* and *Provisional Fee* Payments.

B.9 FEE REDUCTIONS

(a) All earned fee in each year of Contract performance is subject to reductions imposed by the terms and conditions of this Contract, including, but not limited to:

(1) Section B Clause entitled, *Fee Determination and Payment;*

(2) Section B Clause entitled, *Small Business Subcontracting Fee Reduction;*

(3) Section B Clause entitled, *DEAR 970.5215-3, Conditional Payment of Fee, Profit, and Other Incentives – Facility Management Contracts (Alternate II) [DEVIATION]*;

(4) Section B Clause entitled, *Conditional Payment of Fee (CPOF) DOE Richland Operations Office Site-Specific Performance Criteria/Requirements*;

(5) Section E Clause entitled, *FAR 52.246-3, Inspection of Supplies – Cost Reimbursement*;

(6) Section E Clause entitled, *FAR 52.246-5, Inspection of Services – Cost Reimbursement*;

(7) Section H Clause entitled, *Key Personnel*;

(8) Section H Clause entitled, *Safety and Security Key Personnel*;

(9) Section I Clause entitled, FAR 52.203-10, Price or Fee Adjustment for Illegal or Improper Activity*;*

(10) Section I Clause entitled, *FAR 52.215-11, Price Reduction for Defective Cost or Pricing Data – Modifications;*

---

[4] Guarantor Company(ies) is defined as the company(ies) executing the performance guarantee (s) in Section H Clause entitled, *Performance Guarantee Agreement.*

(11) Section I Clause entitled, *FAR 52.215-13, Subcontractor Cost or Pricing Data – Modifications;*

(12) Section I Clause entitled, *FAR 52.243-2, Changes – Cost Reimbursement.*

(b) The maximum fee reduction in any one (1) year of Contract performance is the allocated *Available Fee*, as defined in the Section J Attachment entitled, *Performance Evaluation and Measurement Plan*, that can be earned in the year the event occurred.

B.10 SMALL BUSINESS SUBCONTRACTING FEE REDUCTION

(a) For the purpose of implementing this Clause, the percentage goals established in the Section J Attachment entitled, *Small Business Subcontracting Plan*, will remain in effect for the duration of the Contract, except as modified in accordance with the Section B Clause entitled, *Changes to Contract Cost and Contract Fee*. The Contractor shall submit annual updates to the narrative elements of the *Small Business Subcontracting Plan* by December 31 of each year.

(b) The Contractor's performance in meeting small business performance percentage goals in accordance with the Section H Clause entitled, *Self-Performed Work*, providing meaningful involvement for small businesses, and entering into the required Mentor-Protégé Agreement(s) will be evaluated after the:

(1) Three year period concluding at the end of the 3rd year of Contract performance;

(2) Two year period concluding at the end of the 5th year of Contract performance; and, if the *Option Period(s)* is exercised;

(3) If *Option Period* 1 is exercised -- -two year period concluding at the end of the 7th year of Contract performance; and

(4) At the end of the Contract period of performance.

(c) The Contracting Officer will consider the Contractor's performance in meeting small business percentage goals and entering into the required Mentor-Protégé Agreement(s) when making a decision on the *Option Period(s)* authorization.

(d) If the Contractor has not met any or all of the subcontracting goals, has failed to provide meaningful involvement for small business, and/or has failed to enter into the required Mentor-Protégé Agreement(s) during the above specified periods, the Contracting Officer may reduce the earned fee by an amount up to 10% of total earned fee in each period of the four (4) multi-year periods described above.

(e) At Contract completion, the total amount of fee reduction for failure to meet its subcontracting goals shall be offset by any amount of liquidated damages assessed in accordance with the Section I Clause entitled, *FAR 52.219-16, Liquidated Damages – Subcontracting Plan*. The fee reduction amount will be a unilateral determination by the Contracting Officer and a permanent reduction in the earned fee under this Contract.

(f) Any reduction for failure to meet the requirements of the Section H Clause entitled, *Mentor-Protégé Program* shall be in addition to any liquidated damages assessed in accordance with the Section I Clause entitled, *FAR 52.219-16, Liquidated Damages – Subcontracting Plan*. The fee reduction amount will be a unilateral determination by the Contracting Officer and a permanent reduction in the earned fee under this Contract.

B.11 ALLOWABILITY OF SUBCONTRACTOR FEE

(a) If the Contractor is part of a teaming arrangement as described in FAR Subpart 9.6, *Contractor Team Arrangements*, the team shall share in the *Total Available Fee* as shown in Table B.4-1. Separate additional subcontractor fee is not an allowable cost under this Contract for individual team members, or for a subcontractor, supplier, or lower-tier subcontractor that is a wholly-owned, majority-owned, or affiliate of any team member.

(b) The subcontractor fee restriction in paragraph (a) does not apply to members of the Contractor's team that are: (1) small business(es); (2) Protégé firms as part of an approved Mentor-Protégé relationship under the Section H Clause entitled, *Mentor-Protégé Program*; (3) subcontractors under a competitively awarded firm-fixed price or firm-fixed unit price subcontract; or (4) commercial items as defined in FAR Subpart 2.1, *Definitions of Words and Terms*.

B.12 DEAR 970.5215-3, CONDITIONAL PAYMENT OF FEE, PROFIT, AND OTHER INCENTIVES – FACILITY MANAGEMENT CONTRACTS (ALTERNATE II) (JAN 2004) [DEVIATION]

(a) General.

(1) The payment of earned fee, fixed fee, profit, or share of cost savings under this Contract is dependent upon:

(i) The Contractor's or Contractor employees' compliance with the terms and conditions of this Contract relating to environment, safety, health and quality (ESH&Q), which includes worker safety and health, including performance under an approved Integrated Safety Management System (ISMS); and

(ii) The Contractor's or contractor employees' compliance with the terms and conditions of this Contract relating to the safeguarding of Restricted Data and other classified information.

(2) The ESH&Q performance requirements of this Contract are set forth in its ESH&Q terms and conditions, including the DOE-approved Contractor ISMS or similar document. Financial incentives for timely mission accomplishment or cost effectiveness shall never compromise or impede full and effective implementation of the ISMS and full ESH&Q compliance.

(3) The performance requirements of this Contract relating to the safeguarding of Restricted Data and other classified information are set forth in the Section I Clause entitled, *FAR 52.239-1, Privacy or Security Safeguards (AUG 1996)*, and *DEAR 970.5204-2, Laws, Regulations, and DOE Directives*, as well as in other terms and conditions.

(4) If the Contractor does not meet the performance requirements of this Contract relating to ESH&Q or to the safeguarding of Restricted Data and other classified information during any performance evaluation period established under the Contract, otherwise earned fee, fixed fee, profit or share of cost savings may be unilaterally reduced by DOE.

(b) Reduction Amount.

(1) The amount of earned fee, fixed fee, profit, or share of cost savings that may be unilaterally reduced will be determined by the severity of the performance failure pursuant to the degrees specified in paragraphs (c) and (d) of this Clause.

(2) If a reduction of earned fee, fixed fee, profit, or share of cost savings is warranted, unless mitigating factors apply, such reduction shall not be less than 26% nor greater than 100% of the amount of earned fee, fixed fee, profit, or the Contractor's share of cost savings for a first degree performance failure, not less than 11% nor greater than 25% for a second degree performance failure, and up to 10% for a third degree performance failure.

(3) In determining the amount of the reduction and the applicability of mitigating factors, DOE will consider the Contractor's overall performance in meeting the ESH&Q or security requirements of the Contract. Such consideration will include performance against any site specific performance criteria/requirements that provide additional definition, guidance for the amount of reduction, or guidance for the applicability of mitigating factors. In all cases, DOE will consider mitigating factors that may warrant a reduction below the applicable range (see *48 CFR 970.1504-1-2*). The mitigating factors include, but are not limited to, the following ((v), (vi), (vii) and (viii) apply to ESH&Q only).

(i) Degree of control the Contractor had over the event or incident.

(ii) Efforts the Contractor had made to anticipate and mitigate the possibility of the event in advance.

(iii) Contractor self-identification and response to the event to mitigate impacts and recurrence.

(iv) General status (trend and absolute performance) of: ESH&Q and compliance in related areas; or of safeguarding Restricted Data and other classified information and compliance in related areas.

(v) Contractor demonstration to the Contracting Officer's satisfaction that the principles of industrial ESH&Q standards are routinely practiced (e.g., Voluntary Protection Program, ISO [International Organization for Standardization] 14000, *Environmental Management System Standards*).

(vi) Event caused by "Good Samaritan" act by the Contractor (e.g., off-site emergency response).

(vii) Contractor demonstration that a performance measurement system is routinely used to improve and maintain ESH&Q performance (including effective resource allocation) and to support DOE corporate decision-making (e.g., policy, ESH&Q programs).

(viii) Contractor demonstration that an Operating Experience and Feedback Program is functioning that demonstrably affects continuous improvement in ESH&Q by use of lessons-learned and best practices inter- and intra-DOE sites.

(4) (i) The amount of fee, fixed fee, profit, or share of cost savings that is otherwise earned by a Contractor during an evaluation period may be reduced in accordance with this Clause if it is determined that a performance failure warranting a reduction under this Clause occurs within the evaluation period.

(ii) The amount of reduction under this Clause, in combination with any reduction made under any other clause in the Contract, shall not exceed the amount of fee, fixed fee, profit, or the Contractor's share of cost savings that is otherwise earned during the evaluation period.

(iii) For the purposes of this clause, earned fee, fixed fee, profit, or share of cost savings for the evaluation period shall mean the amount determined by DOE or fee determination official as otherwise payable based on the Contractor's performance during the evaluation period. Where the Contract provides for financial incentives that extend beyond a single evaluation period, this amount shall also include: any provisional amounts determined otherwise payable in the evaluation period; and, if provisional payments are not provided for, the allocable amount of any incentive determined otherwise payable at the conclusion of a subsequent evaluation period. The allocable amount shall be the total amount of the earned incentive divided by the number of evaluation periods over which it was earned.

(iv) The Government will effect the reduction as soon as practicable after the end of the evaluation period in which the performance failure occurs. If the Government is not aware of the failure, it will effect the reduction as soon as practical after becoming aware. For any portion of the reduction requiring an allocation the Government will effect the reduction at the end of the evaluation period in which it determines the total amount earned under the incentive. If at any time a reduction causes the sum of the payments the Contractor has received for fee, fixed fee, profit, or share of cost savings to exceed the sum of fee, fixed fee, profit, or share of cost savings the Contractor has earned (provisionally or otherwise), the Contractor shall immediately return the excess to the Government. (What the Contractor "has earned" reflects any reduction made under this or any other Clause of the Contract.)

(v) At the end of the Contract:

(A) The Government will pay the Contractor the amount by which the sum of fee, fixed fee, profit, or share of cost savings the Contractor has earned exceeds the sum of the payments the Contractor has received; or

(B) The Contractor shall return to the Government the amount by which the sum of the payments the Contractor has received exceeds the sum of fee, fixed fee, profit, or share of cost savings the Contractor has earned. (What the Contractor "has earned" reflects any reduction made under this or any other Clause of the Contract.)

(c) Environment, Safety, Health and Quality (ESH&Q). Performance failures occur if the Contractor does not comply with the Contract ESH&Q terms and conditions, including the DOE-approved Contractor ISMS. The degrees of performance failure under which reductions of earned or fixed fee, profit, or share of cost savings will be determined are:

(1) First Degree: Performance failures that are most adverse to ESH&Q. Failure to develop and obtain required DOE approval of an ISMS is considered first degree. The Government will perform necessary review of the ISMS in a timely manner and will not unreasonably withhold approval of the Contractor's ISMS. The following performance failures or performance failures of similar import will be considered first degree.

(i) Type A accident (defined in DOE Order 225.1A, *Accident Investigations*); and

(ii) Two (2) Second Degree performance failures during an evaluation period.

(2) Second Degree: Performance failures that are significantly adverse to ESH&Q. They include failures to comply with an approved ISMS that result in an actual injury, exposure, or exceedence that occurred or nearly occurred but had minor practical long-term health consequences. They also include breakdowns of the

Safety Management System. The following performance failures or performance failures of similar import will be considered second degree:

(i) Type B accident (defined in DOE Order 225.1A).

(ii) Non-compliance with an approved ISMS that results in a near miss of a Type A or B accident. A near miss is a situation in which an inappropriate action occurs, or a necessary action is omitted, but does not result in an adverse effect.

(iii) Failure to mitigate or notify DOE of an imminent danger situation after discovery, where such notification is a requirement of the Contract.

(3) Third Degree: Performance failures that reflect a lack of focus on improving ESH&Q. They include failures to comply with an approved ISMS that result in potential breakdown of the System. The following performance failures or performance failures of similar import will be considered third degree:

(i) Failure to implement effective corrective actions to address deficiencies/non-compliances documented through: external (e.g., Federal) oversight and/or reported per DOE Manual 232.1-2 (Supp Rev 8), *Occurrence Reporting and Processing of Operations Information* requirements; or internal oversight of 10 CFR 830, 10 CFR 835, 10 CFR 850, and 10 CFR 851 requirements.

(ii) Multiple similar non-compliances identified by external (e.g., Federal) oversight that in aggregate indicate a significant programmatic breakdown.

(iii) Non-compliances that either have, or may have, significant negative impacts to the worker, the public, or the environment or that indicate a significant programmatic breakdown.

(iv) Failure to notify DOE upon discovery of events or conditions where notification is required by the terms and conditions of the Contract.

(d) Safeguarding Restricted Data and Other Classified Information. Performance failures occur if the Contractor does not comply with the terms and conditions of this Contract relating to the safeguarding of Restricted Data and other classified information. The degrees of performance failure under which reductions of fee, profit, or share of cost savings will be determined are as follows:

(1) First Degree: Performance failures that have been determined, in accordance with applicable law, DOE regulation, or directive, to have resulted in, or that can reasonably be expected to result in, exceptionally grave damage to the national

security. The following are examples of performance failures or performance failures of similar import that will be considered first degree:

(i) Non-compliance with applicable laws, regulations, and DOE directives actually resulting in, or creating a risk of, loss, compromise, or unauthorized disclosure of Top Secret Restricted Data or other information classified as Top Secret, or any classification level of information in a Special Access Program (SAP), information identified as sensitive compartmented information (SCI), or high risk nuclear weapons-related data.

(ii) Contractor actions that result in a breakdown of the safeguards and security management system that can reasonably be expected to result in the loss, compromise, or unauthorized disclosure of Top Secret Restricted Data, or other information classified as Top Secret, any classification level of information in a SAP, information identified as SCI, or high risk nuclear weapons-related data.

(iii) Failure to promptly report the loss, compromise, or unauthorized disclosure of Top Secret Restricted Data, or other information classified as Top Secret, any classification level of information in a SAP, information identified as SCI, or high risk nuclear weapons-related data.

(iv) Failure to timely implement corrective actions stemming from the loss, compromise, or unauthorized disclosure of Top Secret Restricted Data or other information classified as Top Secret, any classification level of information in a SAP, information identified as SCI, or high risk nuclear weapons-related data.

(2) Second Degree: Performance failures that have been determined, in accordance with applicable law, DOE regulation, or directive, to have actually resulted in, or that can reasonably be expected to result in, serious damage to the national security. The following are examples of performance failures or performance failures of similar import that will be considered second degree:

(i) Non-compliance with applicable laws, regulations, and DOE directives actually resulting in, or creating risk of, loss, compromise, or unauthorized disclosure of Secret Restricted Data or other information classified as Secret.

(ii) Contractor actions that result in a breakdown of the safeguards and security management system that can reasonably be expected to result in the loss, compromise, or unauthorized disclosure of Secret Restricted Data, or other information classified as Secret.

(iii) Failure to promptly report the loss, compromise, or unauthorized

disclosure of Restricted Data or other classified information regardless of classification (except for information covered by paragraph (d)(1)(iii) of this Clause).

(iv) Failure to timely implement corrective actions stemming from the loss, compromise, or unauthorized disclosure of Secret Restricted Data or other classified information classified as Secret.

(3) Third Degree: Performance failures that have been determined, in accordance with applicable law, regulation, or DOE directive, to have actually resulted in, or that can reasonably be expected to result in, undue risk to the common defense and security. In addition, this category includes performance failures that result from a lack of Contractor management and/or employee attention to the proper safeguarding of Restricted Data and other classified information. These performance failures may be indicators of future, more severe performance failures and/or conditions, and if identified and corrected early would prevent serious incidents. The following are examples of performance failures or performance failures of similar import that will be considered third degree:

(i) Non-compliance with applicable laws, regulations, and DOE directives actually resulting in, or creating risk of, loss, compromise, or unauthorized disclosure of Restricted Data or other information classified as Confidential.

(ii) Failure to promptly report alleged or suspected violations of laws, regulations, or directives pertaining to the safeguarding of Restricted Data or other classified information.

(iv) Failure to identify or timely execute corrective actions to mitigate or eliminate identified vulnerabilities and reduce residual risk relating to the protection of Restricted Data or other classified information in accordance with the Contractor's Safeguards and Security Plan or other security plan, as applicable.

(iv) Contractor actions that result in performance failures which unto themselves pose minor risk, but when viewed in the aggregate indicate degradation in the integrity of the Contractor's safeguards and security management system relating to the protection of Restricted Data and other classified information.

(e) Minimum requirements for specified level of performance.

(1) At a minimum the Contractor must perform the following:

(i) The requirements with specific incentives which do not require the achievement of cost efficiencies in order to be performed at the level of performance set forth in Section C, *Statement of Work*, work authorization directive(s), or similar document unless an otherwise minimum level of performance has been established in the specific incentive;

(ii) All of the performance requirements directly related to requirements specifically incentivized which do not require the achievement of cost efficiencies in order to be performed at a level of performance such that the overall performance of these related requirements is at an acceptable level; and

(iii) All other requirements at a level of performance such that the total performance of the Contract is not jeopardized.

(2) The evaluation of the Contractor's achievement of the level of performance shall be unilaterally determined by the Government. To the extent that the Contractor fails to achieve the minimum performance levels specified in Section C, *Statement of Work*, work authorization directive(s), or similar document, during the performance evaluation period, the DOE Operations/Field Office Manager, or designee, may reduce any otherwise earned fee, fixed fee, profit, or shared net savings for the performance evaluation period. Such reduction shall not result in the total of earned fee, fixed fee, profit, or shared net savings being less than 25% of the total available fee amount. Such 25% shall include base fee, if any.

(f) Minimum requirements for cost performance.

(1) Requirements incentivized by other than cost incentives must be performed within their specified cost constraint and must not adversely impact the costs of performing unrelated activities.

(2) The performance of requirements with a specific cost incentive must not adversely impact the costs of performing unrelated requirements.

(3) The Contractor's performance within the stipulated cost performance levels for the performance evaluation period shall be determined by the Government. To the extent the Contractor fails to achieve the stipulated cost performance levels, the DOE Operations/Field Office Manager, or designee, may reduce in whole or in part any otherwise earned fee, fixed fee, profit, or shared net savings for the performance evaluation period. Such reduction shall not result in the total of earned fee, fixed fee, profit or shared net savings being less than 25% of the total available fee amount. Such 25% shall include base fee, if any.

B.13 CONDITIONAL PAYMENT OF FEE (CPOF) DOE RICHLAND OPERATIONS OFFICE SITE-SPECIFIC PERFORMANCE CRITERIA/REQUIREMENTS

This Clause supplements Section B Clause entitled, *DEAR 970.5215-3, Conditional Payment of Fee, Profit, and Other Incentives – Facility Management Contracts (Alternate II) [Deviation]* by establishing Site-specific Environment, Safety, Health, and Quality (ESH&Q), and security performance criteria/requirements. Performance failures relating to the performance criteria set forth in this Clause will be processed in accordance with DEAR 970.5215-3. Site-specific performance criteria/requirements for ESH&Q, and Safeguards and Security are as follows:

(a) Environment, Safety, Health, and Quality

(1) First Degree: Performance failures relating to the criteria set forth in this Clause will be processed in accordance with DEAR 970.5215-3, Alternate II [Deviation].

(2) Second Degree: Performance failures relating to the criteria set forth in this Clause will be processed in accordance with DEAR 970.5215-3, Alternate II [Deviation].

(3) Third Degree: Performance failures that reflect a lack of focus on ESH&Q or failures to comply with an approved ISMS that may result in a negative impact to the public, worker or environment. The following performance failures, or events of similar import, are examples of performance failures that are considered third degree:

(i) Multiple similar non-compliances identified by external oversight (e.g., Federal) that in the aggregate indicate a significant programmatic breakdown.

(ii) Non-compliances or adverse performance trends that either have or may have negative impact to the public, worker, or environment or that indicate a programmatic breakdown.

(iii) Failure to notify the Contracting Officer upon discovery of events or conditions where notification is required by the terms and conditions of the Contract.

(iv) Failure to report required data accurately and in a timely manner.

(v) Failure to implement continuous improvement in ESH&Q performance through effective utilization of ISMS processes, including timely submittal of meaningful performance objectives, measurements and commitments.

(b) Safeguards and Security

(1) First Degree: Performance failures that have been determined, in accordance with applicable law, regulation, or DOE directive, to have resulted in, or that can reasonably be expected to result in, exceptionally grave damage to the national

security. The following are examples of performance failures or performance failures of similar import that will be considered first degree:

(i) Theft, loss or diversion of category I or II special nuclear material (SNM); adversarial attacks or acts of sabotage that result in significant consequences the safety or security of personnel, facilities, or the public due to a failure or inadequacy of performance by the Contractor.

(ii) Receipt of an overall rating of Unsatisfactory on any DOE Safeguards and Security survey, audit, and/or inspection.

(iii) Failure to implement corrective action(s) in response to any first degree performance failure.

(2) Second Degree: Performance failures that have been determined, in accordance with applicable law, regulation, or DOE directive, to have actually resulted in, or that can reasonably be expected to result in, serious damage to the national security. The following are examples of performance failures or performance failures of similar import that will be considered second degree:

(i) Theft, loss or diversion of Category III SNM that is due to a failure or inadequacy of performance by the Contractor.

(ii) Inventory differences of Category I/II/III SNM beyond alarm limits where there is no evidence that the difference is created by loss, theft, or diversion.

(iii) Any amount of SNM found in a dangerous/hazardous or unapproved storage environment, or unapproved mode of transportation/transfer.

(iv) Failure to implement corrective action(s) in response occurrence of any second degree performance failure.

(3) Third Degree: Performance failures that have been determined, in accordance with applicable law, regulation, or DOE directive, to have actually resulted in, or that can reasonably be expected to result in, undue risk to the common defense and security, and/or jeopardizes protection of the facility or Site security interests. The following are examples of performance failures or performance failures of similar import that will be considered third degree:

(i) Loss, theft, diversion, or unauthorized disclosure of information classified as Confidential.

(ii) Negligent weapons and firearms-related incidents involving protective force operations/personnel (e.g., unauthorized weapons discharge, personal wounding).

(iii) Evidence that SNM data has been manipulated or falsified.

(iv) Inventory differences of Category IV SNM beyond alarm limits where there is no evidence that the difference is created by loss, theft, or diversion.

(v) Loss, theft, or diversion of Category IV quantities of SNM that is due to a failure or inadequacy of performance by the contractor.

(vi) Five (5) or more incidents that involve a potential compromise of classified information and/or unsecured classified repository, in any three (3) month period, of any type.

(vii) Receipt of any topical area rating of Unsatisfactory on any DOE Safeguards and Security survey, audit, and/or inspection.

(viii) Failure to implement corrective action(s) in response to any third degree performance failure.

(ix) Non-compliant or adverse cyber security performance that indicates serious cyber security program degradation (e.g., negative mission impacts or compromise of sensitive information [Sensitive Unclassified Information, Personally Identifiable Information, Unclassified Controlled Nuclear Information], etc.).

PART III – LIST OF DOCUMENTS, EXHIBITS, AND OTHER ATTACHMENTS
SECTION J -- LIST OF ATTACHMENTS
TABLE OF CONTENTS

Attachment Number	Title of Attachment	Revision Number	Pages
J-1.	ABBREVIATIONS AND ACRONYM LIST	000	4
J-2.	REQUIREMENT SOURCES AND IMPLEMENTING DOCUMENTS	728	9
J-3.	HANFORD SITE SERVICES AND INTERFACE REQUIREMENTS MATRIX	694	109
J-4.	PERFORMANCE EVALUATION AND MEASUREMENT PLAN		
a	FY 2010 PERFORMANCE EVALUATION & MEASUREMENT PLAN	052	19
b	FY 2011 PERFORMANCE EVALUATION & MEASUREMENT PLAN	145	10
c	FY 2012 PERFORMANCE EVALUATION & MEASUREMENT PLAN	215	13
d	FY 2013 PERFORMANCE EVALUATION & MEASUREMENT PLAN	298	10
e	FY 2014 PERFORMANCE EVALUATION & MEASUREMENT PLAN	394	20
f	FY 2015 PERFORMANCE EVAULATION & MEASUREMENT PLAN	466	11
g	FY 2016 PERFORMANCE EVAULATION & MEASUREMENT PLAN	482	9
h	FY 2017 PERFORMANCE EVAULATION & MEASUREMENT PLAN	672	9
i	FY 2018 PERFORMANCE EVAULATION & MEASUREMENT PLAN	769	30
j	FY 2019 PERFORMANCE EVALUATION & MEASUREMENT PLAN	737	30
J-5.	PERFORMANCE GUARANTEE AGREEMENT	667	9
J-6.	SMALL BUSINESS SUBCONTRACTING PLAN	667	11
J-7.	SMALL DISADVANTAGED BUSINESS PARTICIPATION PROGRAM TARGETS	000	2
J-8.	ADVANCE UNDERSTANDING OF COSTS	764	10
J-9.	SPECIAL FINANCIAL INSTITUTION ACCOUNT AGREEMENT	716	10
J-10.	WAGE DETERMINATIONS – SERVICE CONTRACT ACT, DAVIS-BACON ACT, AND COLLECTIVE BARGAINING AGREEMENTS	758	35
J-11.	CONTRACT DELIVERABLES	765	22

J-12.	GOVERNMENT FURNISHED SERVICES AND INFORMATION	134	4
J-13.	HANFORD SITE STRUCTURES LIST	729	19
J-14.	HANFORD WASTE SITE ASSIGNMENT LIST	729	61
J-15.	Be SAMPLING PROTOCOL FOR BUILDINGS	059	5
J-16.	PORTFOLIO MANAGEMENT TASK ORDERS		
	Task 09-001 Hammer Budget Analysis	006	1
	Task 11-001 200W Pump & Treat Independent Review	077	1
	Task 11-002 Assessment of the 618-10 Burial Ground Characterization	080	2
	Task 11-003 Consulting Support to HQ EM-2.1	148	5
	Task 11-004 PIC Support for Project Controls System Description	144	3
	Task 12-001 Project Management and Project Controls Support for the River Corridor Closure Project	157 220	2
	Task 12-002 PMB review support to the Plutonium Finishing Plant Project	159	1
	Task 13-001 Project Management and Project Controls Support for the River Corridor Closure Project	223	2
	Task 13-002 DOE-HQ Security Systems Review and Assessment	280	2
	Task 13-003_R1 DOE-RL AMB HGET Training Approval Process SIA	310 347	2
	Task 13-004 DOE-RL Groundwater Sampling Structured Improvement Activity	306	2
	Task 14-001 - Project Management / Project Controls Support	323	2
	Task 14-002 – Cultural Resources Support	353	2
	Task 14-003 – AMSE Business Rhythms & Reporting Workshop	358	2
	Task 14-004 - DOE-HQ Human Resources Staffing Process Structured Improvement Activity	398	2
	Task 14-004, Rev 2 – DOE HQ Human Resources Staffing Process Structured Improvement Activity	456	3
	Task 14-005 River Corridor Contract Change Process Structured Improvement Activity	410	2
	Task 15-001 River Corridor Division PBS 41 Project Management/Project Controls Support	410	2
	Task 15-002 Office of River Protection Project Dashboard Solutions	432	3
	Task 15-002 Rev 1 Office of River Protection Project Dashboard Solutions Phase 2a	457	2
	Task 15-002 Rev 2 Office of River Protection Project Dashboard Solutions Phase 3	471 478	2
	Task 15-004 Nuclear Safety Division Safety Basis Review and Approval Process Structured Improvement Activity	459	2

	Task 16-001 River Corridor Division PBS 41 Project Management/Project Controls support	483	2
	Task 16-002 Hanford Property Management Structured Improvement Activity	523	2
	Task 16-003 DOE CERCLA Structured Improvement Activity	528	2
	Task 17-001 Hanford Site-Wide Contractor Assurance System Implementation Support	597	5
	Task 17-001 Rev. 1 Hanford Site-Wide Contractor Assurance System Implementation Support	632	5
	Task 18-001 Hanford Site-Wide Contractor Assurance System Implementation Support Phase 2	648	4
	Task 18-002 Rev. 2 Plutonium Finishing Plant Expert Panel	707	3
	Task 19-001 Hanford Site-Wide Contract Assurance System Implementation Support Phase 3	741	4

Mission Support Contract

Performance Evaluation and Measurement Plan

FY18

TABLE OF CONTENTS

1. INTRODUCTION **3**
2. ALLOCATION OF AVAILABLE FEE **3**
3. RATINGS **3**
4. FEE CALCULATION METHODOLOGY **5**
5. PERFORMANCE OUTCOMES **5**
PERFORMANCE OUTCOME 1.0 ..... **5**
COMPLETION CRITERION 1.1 5
COMPLETION CRITERION 1.2 7
COMPLETION CRITERION 1.3 7
COMPLETION CRITERION 1.4 8
PERFORMANCE OUTCOME 2.0 ..... **9**
COMPLETION CRITERION 2.1 9
COMPLETION CRITERION 2.2 9
PERFORMANCE OUTCOME 3.0 ..... **10**
APPENDIX A IN SUPPORT OF COMPLETION CRITERIA 1.1 ..... **11**
PM J34-1: Biological Controls – Pest Removal 12
PM J34-1: Biological Controls – Tumbleweed Removal 13
Contractor Assurance System – Assessments 15
Contractor Assurance System – Causal Analyses 16
Contractor Assurance System – Issue Resolution 17
PM J35-1: Crane and Crew Support 18
PM J36-1: Facilities Maintenance 19
PM J20-1: Fire Protection System Maintenance 20
PM J20-2: Fire Protection System Maintenance 21
PM J20-3: Fire Protection System Maintenance 22
PM J20-4: Fire Protection System Maintenance 23
PM J38: Fleet Services – Heavy Equipment (Cranes, Excavators, General Purpose) 24
PM J38: Fleet Services – Light Equipment (Hanford Patrol, Hanford Fire, Special Purpose Trucks) 25
PM J14-1: Cyber Security – System Patching 26
PM J32-3: Dosimetry – External Services 27
PM J32-1: Radiological Instrumentation Calibration 28
K Basin Sludge Support – Loaned Labor 29

TABLES

Table 3.1, Performance Outcome Ratings and Definitions 4
Table 4.1, Fee Calculation Methodology 5
Table 5.1, FY18 Performance Outcomes 5

PEMP ORGANIZATION

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

Award Fee Review Board Chairperson ..... Jeff Frey, Assistant Manager for Mission Support (AMMS)

Award Fee Review Board Members:
- Deputy Program Director ..... Jeff Bird, Deputy AMMS
- Contracting Officer ..... Tim Corbett, MSC Contracting Officer
- Attorney Staff Member ..... Paul Davis, Attorney
- Financial Management Staff Member ..... Steve Einan, Project Controls Officer

Performance Monitors:
- AMMS ..... Jeff Bird, Deputy AMMS
- Infrastructure and Services ..... Sharee Dickinson, ISD Director
- Site Stewardship ..... Karen Lutz, Acting SSD Director
- Safeguards and Emergency Services/Information Management ..... Corey Low, SEI Director

ATTACHMENT J-4-i

Mission Support Contract (MSC)
FY 2018 Performance Evaluation and Measurement Plan

1. INTRODUCTION

This Performance Evaluation and Measurement Plan (PEMP) is an award fee plan containing both objective and subjective outcomes in order to maximize the efficiency and effectiveness of the Mission Support Contract. Please note that "PEMP" is synonymous with the term "Award Fee Plan" found in FAR 16.401(e)(3). The award fee plan is a strategic document under the control and direction of the Assistant Manager Mission Support and coordinated with the Chief Operations Officer of the Mission Support Alliance (MSA). Senior officials may delegate certain actions in support of this plan.

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 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 2018 budget levels. These criteria define successful performance 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 - Deliver site-wide services and reliable infrastructure to enable achievement of cleanup contractors' key milestones and regulatory commitments.

b. Efficient Site Cleanup - Align resources and capabilities to support and reduce the cost of the site cleanup mission.

The objective performance outcomes are allocated 60% of the available fee and the remaining 40% is allocated to the subjective performance outcome.

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 3.1, Performance Ratings and Definitions, will be used in the evaluation of only subjective outcomes (Performance Outcome 3.0).

MSA, 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. In the event MSA self-discloses an issue with regard to an outcome in the PEMP and appropriately self-corrects the situation in a timely manner, fee reduction may be waived or mitigated by the FDO.

Table 3.1, Subjective Performance Outcome Ratings and Definitions
Applicable to Performance Outcome 3.0 only

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 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 OUTCOMES		FEE
1.0: Effective Site Cleanup	Deliver site-wide services and reliable infrastructure.	1.1	Achievement of cleanup contractors' key milestones and regulatory commitments.	50%
2.0: Efficient Site Cleanup	Align resources and capabilities to support the site cleanup mission.	2.1	Reduced cost of site cleanup.	10%
Target Objective Performance Outcome Fee Allocation: (22,230,755 X 60% = $13,338,453)				**60%**
3.0: Comprehensive Performance		3.1	Subjective outcome.	40%
Target Subjective Performance Outcome Fee Allocation: (22,230,755 X 40% = $8,892,302)				**40%**

5. PERFORMANCE OUTCOMES

Table 5.1, FY18 Performance Outcomes

Fee determination and payment will be made in accordance with the Section B clause entitled Fee Determination and Payment. The completion criteria for objective outcomes consist of the successful completion of specified activities. The completion criteria for subjective outcomes are focused on the achievement of high-level strategies, outcomes, and envisioned end states. The evaluation of all outcomes will include a subjective determination regarding quality, timeliness, cost, and effectiveness.

PERFORMANCE OUTCOME 1.0		
Achievement of cleanup contractors' key milestones and regulatory commitments.	**Fee**	50%
Strategic Area 1.0: Effective Site Cleanup		
Alignment to the Cleanup Mission: Deliver site-wide services and reliable infrastructure.		

COMPLETION CRITERION 1.1					
Demonstrate that the following performance measurement targets were met.				**Fee**	30%
				Due Date	9/30/18
Measure	See performance measures below (See Appendix A for details)	**Performance Level**	See below	**Fee Range**	See below
DOE Lead	Jeff Frey				
MSA Lead	Robert Wilkinson				

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%

Title	Measure	Target/ Performance Level	Fee Range
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 emergency impairments at month end	≤ 3 >3	91-100% 0-90%
Fire Systems – Priority 2 System Restrictions	Number of System Restrictions at month end	≤ 20 >20	91-100% 0-90%
Fire Systems – Priority 3 System Restrictions or Deficiencies	Number of System Restrictions or Deficiencies at month end	≤ 45 >45	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

Title	Measure	Target/ Performance Level	Fee Range
IT – 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%
K Basin Sludge Support – Loaned Labor	Number of loaned labor requests fulfilled Percent fulfillment of loaned labor requests	≥ 85% <85%	91-100% 0-90%

COMPLETION CRITERION 1.2					
Enhance the integration of MSA's performance and business reporting systems in order to comprehensively demonstrate in a credible, objective and transparent manner, the achievement of MSA's key milestones and regulatory commitments and that MSA is enabling the achievement of Other Hanford Contractor's key milestones and regulatory commitments. • Partnering with DOE, develop and provide a meaningful joint briefing to DOE-RL and MSA leadership that achieves alignment on the concepts and principles of assurance system by 11/15/17 that includes at a minimum Operations, Financial, Maintenance, Work Management, Emergency Management, Safety and Environmental. • Develop an effective transition/implementation plan to drive change and present it to DOE by 1/30/18. • Implement a workable MSA Assurance System that can serve as a prototype and conduct a joint review with DOE by 9/30/18. • Complete applicable improvement actions identified by the MSA Contractor Assurance System independent assessment and update supporting system description documentation along with other transition/implementation actions by 9/30/18.				**Fee**	5%
				Due Date	9/30/18
Measure	Timeliness, quality, and completeness	**Performance Level**	Excellent Very Good Good	**Fee Range**	91-100% 76-90% 51-75%
DOE Lead	Jeff Frey				
MSA Lead	Robert Wilkinson				

COMPLETION CRITERION 1.3		
Demonstrate effective management of electric, water and sewer utilities to maximize reliability and redundancy.	**Fee**	10%

• The success criteria for water utilities is:
  ○ Maintain Raw Water Pressure at ICD level
  ○ Maintain Potable Water pressure at ICD
  ○ Perform Preventative maintenance at 90% or better each month
  ○ Reduce corrective maintenance (including backlog) to an average completion of 365 days or less.
  ○ Ensure all water quality samples are completed on time
  ○ Complete Water master plans on or before the contract deliverable due date.
  ○ Quarterly System Health report by Engineering submitted one calendar month after each quarter
 	
• The success criteria for Sewer utilities is:
  ○ Perform Preventative maintenance at 90% or better each month
  ○ Reduce corrective maintenance (including backlog) to an average completion of 365 days or less.
  ○ Complete Sewer master plans on or before the contract deliverable due date.
  ○ Quarterly System Health report by Engineering submitted one calendar month after each quarter
 	
• The success criteria for Electrical:
  ○ Electrical power availability- minimize the number of unplanned power outages of important transformers to no more than 50
	Due Date	9/30/18

o Perform Preventative maintenance at 90% or better each month o Reduce corrective maintenance backlog identified prior to October 2017 by 65%. o Quarterly System Health report by Engineering submitted one calendar month after each quarter					
Measure	Timeliness, quality, and completeness	**Performance Level**	Excellent Very Good Good	**Fee Range**	91-100% 76-90% 51-75%
DOE Lead	Jeff Frey				
MSA Lead	Robert Wilkinson				

COMPLETION CRITERION 1.4					
Demonstrate effective development and management of reliability projects that assure mission milestones and regulatory commitments are met. • Prepare and issue Projects L-781, L-826, L-851, L-852 Engineering Evaluation and Hydraulic Analysis Study by 04/31/18 • Complete Planning Activities and Issue Design BCRs for Projects L-781, L-791, and L-826 by 09/30/18 • Complete Planning Activities and Issue Design BCR for Project L-898 by 03/31/18 • L-894, Definitive Design Complete by 04/10/18 • L-895, Definitive Design Complete by 09/30/18 • L-357, Definitive Design Complete by 03/26/18 • L-853 , Phase 1-5 Construction Complete by 09/30/18 • S-245, Construction Complete by 09/30/18 • Complete two Reliability Project team training events to improve knowledge, interaction and overall project execution by 3/31/18 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.				Fee Due Date	5% 9/30/18
Measure	Timeliness, quality, and completeness	**Performance Level**	Excellent Very Good Good	**Fee Range**	91-100% 76-90% 51-75%
DOE Lead	Jeff Frey				
MSA Lead	Robert Wilkinson				

PERFORMANCE OUTCOME 2.0		
Reduced cost of site cleanup.	**Fee**	10%
Strategic Area 2.0: Efficient Site Cleanup		
Alignment to the Cleanup Mission: Align resources and capabilities to support the site cleanup mission.		

COMPLETION CRITERION 2.1					
Maximize efficient MSA use of resources to meet the other Hanford contractors' changing project needs.				**Fee**	5%
				Due Date	9/30/18
Measure	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)	**Performance Level**	±0-5% ±6-7% >±7%	**Fee Range**	91-100% 76-90% 0-75%
DOE Lead	Jeff Frey				
MSA Lead	Robert Wilkinson				

COMPLETION CRITERION 2.2					

Demonstrate effective Hanford Site integration to include, but not limited to, identifying longstanding or emerging issues that affect efficient site operations and provide recommendations for improvement.
 	
• Through the CLC and CIB processes, provide DOE-RL with an unfiltered, forward looking view of emerging operational, budget, regulatory, or contractual issues.
• Conduct Operational Excellence Events: 40% of MSA's FY18 Operational Excellence events will be focused on cross-cutting inter-contractor Site Integration opportunities.
• Implement the FY18 selected asset management system recommended by the FY17 site integrator alternatives analysis of computerized maintenance report excluding fire system maintenance and safeguards. Successful completion of FY18 activities to implement EAM as the MSA CMMS will be documented by providing the following to DOE-RL.
  ○ EAM Software Management Plan (on or about 06/30/18)
  ○ EAM Functional Requirement Document (on or about 06/30/2018)
  ○ EAM Software Design Description (on or about 09/17/18)
  ○ EAM Requirements Traceability Matrix (maps each functional requirement to the test cases) (09/24/18)
  ○ EAM Acceptance Test Report (records testing results and customer acceptance) (09/24/18)
  ○ Roadmap of proposed implementation schedule for additional Infor EAM modules and Sitewide integration (09/27/18)
• Through an annual Site Integration Self-Assessment Report, evaluate how well MSA performed the above measures against the stated objectives. MSA's approach, objectives, tools and processes, and results will be considered as part of the Site Integration Self-Assessment Report, which will be submitted by 9/30/2018.
				Fee	5%

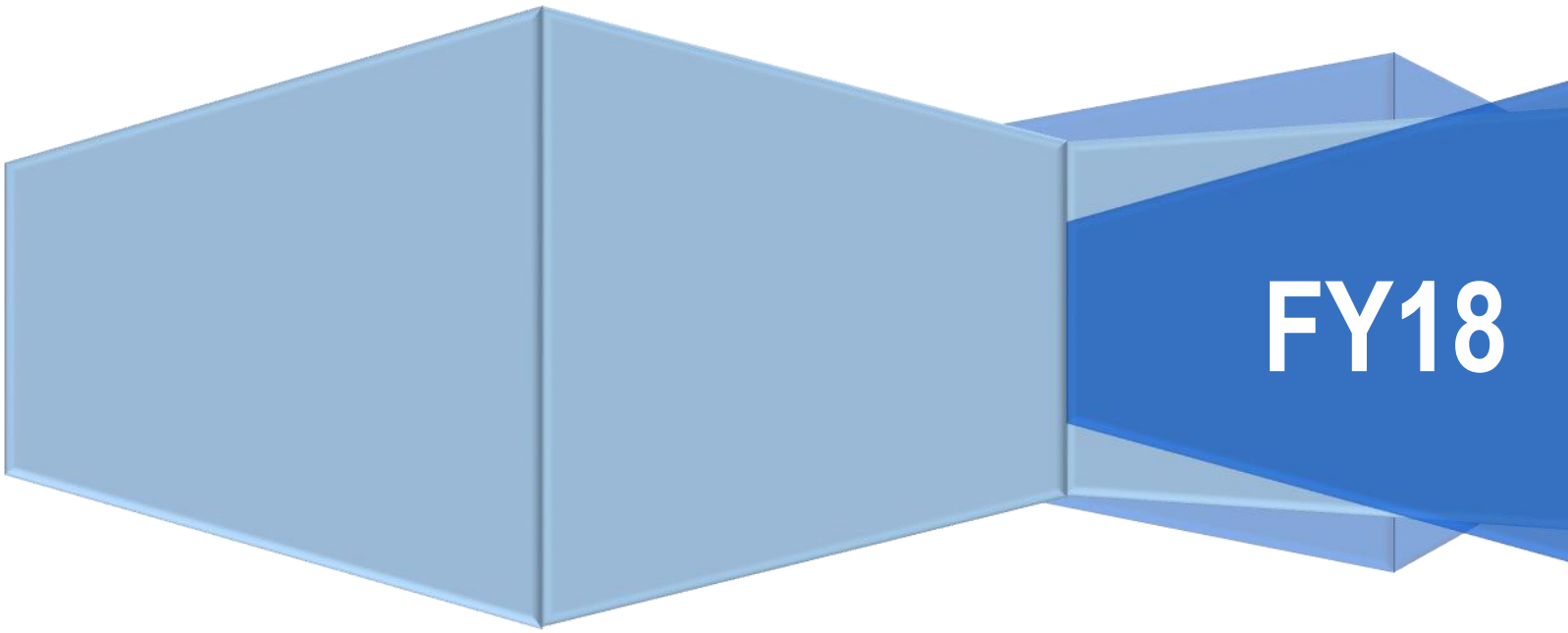
				Due Date	9/30/18
Measure	Timeliness, quality, and effectiveness	**Performance Level**	Excellent Very Good Good	**Fee Range**	91-100% 76-90% 51-75%
DOE Lead	Jeff Frey				
MSA Lead	Robert Wilkinson				

PERFORMANCE OUTCOME 3.0			
Strategic Area 3.0: Comprehensive Performance		**Fee**	40%
DOE Lead	Jeff Frey		
MSA Lead	Robert Wilkinson		

- Execute the balance of contract work scope within the contract requirements, terms, and conditions, demonstrating excellence in quality, schedule, management, cost control, small business utilization, and regulatory compliance.
- Provide leadership to improve management effectiveness and collaborate and participate proactively with customers.
- Work with DOE and the other Hanford contractors 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, providing visibility and transparency to DOE with respect to each of the foregoing
    - 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 assures the workers, public, environment, and national security assets are adequately protected while meeting the performance expectations of the contract.

Mission Support Contract

APPENDIX A IN SUPPORT OF COMPLETION CRITERIA 1.1



FY18 Performance Measure					
PM J34-1: Biological Controls – Pest Removal					
Service area	Biological Controls (Pest Removal)				
Corresponding J-3	34	**Corresponding SDD**	SDD J3-34	**Corresponding PI**	(FY18) 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 ÷ total number of requests

Target	≥85% three business-day completion

MSA 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 MSA date of submission**
Monthly	Calendar month	Within 10 business days of the end of the previous calendar month

FY18 Performance Measure					
PM J34-1: Biological Controls – Tumbleweed Removal					
Service area	Biological Controls (Tumbleweed Removal)				
Corresponding J-3	34	**Corresponding SDD**	SDD J3-34	**Corresponding PI**	(FY18) 1.1

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 ÷ total number of requests

Target	≥80% 15-business day completion

MSA stoplight levels	Green: ≥80%, Yellow: 79-75%, Red: <75%

Bounding conditions	• Customers must use the service catalog for requests. • Excludes reporting from December - 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 ERDF/tank farms is excluded from calculation.

Reporting		
Frequency	**Period**	**Internal MSA date of submission**
Monthly	Calendar month	Within 10 business days of the end of the previous calendar month

FY18 Performance Measure					
PM J34-1: Biological Controls – Vegetation					
Service area	Biological Controls (Vegetation)				
Corresponding J-3	34	**Corresponding SDD**	SDD J3-34	**Corresponding PI**	(FY18) 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 ÷ monthly planned treatment

Target	≥85% of on-time campaign fulfillment

MSA 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)

Reporting		
Frequency	**Period**	**Internal MSA date of submission**
Monthly	Calendar month	Within 10 business days of the end of the previous calendar month

FY18 Performance Measure					
Contractor Assurance System – Assessments					
Service area	Contractor Assurance System – Assessments				
Corresponding J-3	N/A	**Corresponding SDD**	N/A	**Corresponding PI**	(FY18) 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 Fiscal Year.

Target	≥85% completed by September 30, 2018

MSA stoplight levels	Green: ≥85%; Yellow: 84%-80%; Red: <80%

Bounding conditions	

Reporting		
Frequency	**Period**	**Internal MSA date of submission**
Monthly	Calendar month	Within 10 business days of the end of the previous calendar month

FY18 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**	(FY18) 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
MSA stoplight levels	Green: ≥80%; Yellow: 79%-70%; Red: <70%
Bounding conditions	

Reporting		
Frequency	**Period**	**Internal MSA date of submission**
Monthly	Calendar month	Within 10 business days of the end of the previous calendar month

FY18 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**	(FY18) 1.1

Performance Measure Details	
Objective	Issues will 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

MSA stoplight levels	Green: ≥90%; Yellow: 89%-80%; Red: <80%

Bounding conditions	

Reporting		
Frequency	**Period**	**Internal MSA date of submission**
Monthly	Calendar month	Within 10 business days of the end of the previous calendar month

FY18 Performance Measure					
PM J35-1: Crane and Crew Support					
Service area	Crane and Crew Support				
Corresponding J-3	35	**Corresponding SDD**	SDD J3-35	**Corresponding PI**	(FY18) 1.1

Performance Measure Details	
Objective	Align MSA crane and crew resources to meet Site customer needs

Measure	Days to fulfill request

Calculation methodology	Total on-time requests ÷ total number of requests

Target	≥85% 2-business-day turnaround time (standard requests)/1-business-day turnaround time (emergency requests)

MSA stoplight levels	Green: ≥85%, Yellow: 84-80%, Red: <80%

Bounding conditions	• Response time calculated using normal business hours

Reporting		
Frequency	**Period**	**Internal MSA date of submission**
Monthly	Calendar month	Within 10 business days of the end of the previous calendar month

FY18 Performance Measure					
PM J36-1: Facilities Maintenance					
Service area	Facility Maintenance				
Corresponding J-3	36	**Corresponding SDD**	SDD J3-36	**Corresponding PI**	(FY18) 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 ÷ total number of managed task scheduled
Target	≥85% on-time completion
MSA 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 are unable to support will **not** be counted • Lockout/tagout by Other Hanford Contractors will not be counted • Delays due to weather conditions will not be counted

Reporting		
Frequency	**Period**	**Internal MSA date of submission**
Monthly	Calendar month	Within 10 business days of the end of the previous calendar month

FY18 Performance Measure					
PM J20-1: Fire Protection System Maintenance					
Service area	Fire Systems Inspection, Testing and Maintenance				
Corresponding J-3	20	**Corresponding SDD**	SDD J3-20	**Corresponding PI**	(FY18) 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
MSA stoplight levels	Green ≥:90% - Yellow 85-89% - Red <85%
Bounding conditions	Includes backlog (cannot cause facility impairment to safety systems)

Reporting		
Frequency	**Period**	**Internal MSA date of submission**
Monthly	Calendar month	Within 10 business days of the end of the previous calendar month

FY18 Performance Measure					
PM J20-2: Fire Protection System Maintenance					
Service area	Fire Systems – Priority 1 Emergency Impairments				
Corresponding J-3	20	**Corresponding SDD**	SDD J3-20	**Corresponding PI**	(FY18) 1.1

Performance Measure Details	
Objective	Correct Emergency Impairments in a timely manner; ensuring fire system operability and compliance with facility DSA's and life safety codes

Measure	Emergency Impairments

Calculation methodology	Number of Emergency Impairments open at month end

Target	≤ 3 open Emergency Impairments open at the end of the month

MSA 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 are unable to support will not be counted • Lockout/tagout by Other Hanford Contractors will not be counted • Delays due to weather conditions will not be counted • EIs 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 in PNNL and other non-Hanford contractor's facilities. • Maintenance of fire sprinkler and fire alarm systems at PFP facilities. • Maintenance of fire protection equipment and building features such as fire barriers, fire dampers, emergency lights, fire extinguishers, etc. • ITM or corrective maintenance activities added based on implementation of the new ITM Site Standard

Reporting		
Frequency	**Period**	**Internal MSA date of submission**
Monthly	Calendar month	Within 10 business days of the end of the previous calendar month

FY18 Performance Measure					
PM J20-3: Fire Protection System Maintenance					
Service area	Fire Systems – Priority 2 System Restrictions				
Corresponding J-3	20	**Corresponding SDD**	SDD J3-20	**Corresponding PI**	(FY18) 1.1

Performance Measure Details	
Objective	Correct System Priority 2 Restrictions in a timely manner; ensuring fire system operability and compliance with facility DSA's and life safety codes

Measure	Priority 2 System Restrictions

Calculation methodology	Number of Priority 2 System Restrictions at month end

Target	≤ 20 total System Restrictions Priority 2 (SR-2) at the end of each month

MSA stoplight levels	Green: ≤20, Yellow: 21 to 35, Red: >35

Bounding conditions	• Delays due to customer access restrictions, facility conditions, prerequisite work outside of FSM control, or facility personnel are unable to support will not be counted • Lockout/tagout by Other Hanford Contractors 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 sprinkler and fire alarm systems at PFP facilities. • Maintenance of fire protection equipment and building features such as fire barriers, fire dampers, emergency lights, fire extinguishers, etc. • ITM or corrective maintenance activities added based on implementation of the new ITM Site Standard

Reporting		
Frequency	**Period**	**Internal MSA date of submission**
Monthly	Calendar month	Within 10 business days of the end of the previous calendar month

FY18 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**	SDD J3-20	**Corresponding PI**	(FY18) 1.1

Performance Measure Details	
Objective	Correct System Priority 3 Restrictions or deficiencies in a timely manner; 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	≤45 total System Restrictions Priority 3 (SR-3) at the end of each month
MSA stoplight levels	Green: ≤45, Yellow: 46-65, Red: >65
Bounding conditions	• Delays due to customer access restrictions, facility conditions, prerequisite work outside of FSM control, or facility personnel are unable to support will not be counted • Lockout/tagout by Other Hanford Contractors 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 sprinkler and fire alarm systems at PFP facilities. • Maintenance of fire protection equipment and building features such as fire barriers, fire dampers, emergency lights, fire extinguishers, etc. • ITM or corrective maintenance activities added based on implementation of the new ITM Site Standard

Reporting		
Frequency	**Period**	**Internal MSA date of submission**
Monthly	Calendar month	Within 10 business days of the end of the previous calendar month

FY18 Performance Measure					
PM J38: Fleet Services – Heavy Equipment (Cranes, Excavators, General Purpose)					
Service area	Fleet Services				
Corresponding J-3	38	**Corresponding SDD**	SDD J3-38	**Corresponding PI**	(FY18) 1.1

Performance Measure Details	
Objective	Maximize equipment availability
Measure	In-service times for three categories: • Cranes • Excavators • 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, etc.). 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 - hours down time) ÷ total hours collected by month and averaged over the year for each category
Target	Percent in-service: Cranes – ≥70% Excavators – ≥90% General purpose – ≥90%
MSA 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-hour clock seven days a week.

Reporting		
Frequency	**Period**	**Internal MSA date of submission**
Monthly	Calendar month	Within 10 business days of the end of the previous calendar month

FY18 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**	SDD J3-38	**Corresponding PI**	(FY18) 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, SUVs and 4WD trucks/vehicles). • Hanford Fire (e.g., ladder and aerial trucks, brush trucks, water tenders, ambulances). • Special purpose trucks (e.g., sedans, buses, 2&4WD pickups, vans, scooters, SUVs). 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 - hours down time) ÷ 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%
MSA 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-hour clock seven-days a week.

Reporting		
Frequency	**Period**	**Internal MSA date of submission**
Monthly	Calendar month	Within 10 business days of the end of the previous calendar month

FY18 Performance Measure					
PM J14-1: Cyber Security – System Patching					
Service area	Cyber Security				
Corresponding J-3	14	**Corresponding SDD**	SDD J3-14	**Corresponding PI**	(FY18) 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 ÷ total number of patches received

Target	% 14-business-day turnaround time (desktops)/14-business-day turnaround time (databases/servers)

MSA 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 all managed Oracle and Microsoft SQL databases running the site-supported standard and enterprise versions of Oracle and SQL and maintained within the two Hanford data centers. • Only includes security-related patches as identified by software vendor and rated high or critical. • Excludes enclaves and HPMC along with Androids, Apple iOS, Blackberry and other non-Windows devices as well as SQL Express, CE, etc. • The desktop patch is considered complete once available for deployment via 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 MSA ISSM or delegate are exempt from this PM.

Reporting		
Frequency	**Period**	**Internal MSA date of submission**
Monthly	Calendar month	Within 10 business days of the end of the previous calendar month

FY18 Performance Measure					
PM J32-3: Dosimetry – External Services					
Service area	Dosimetry Services				
Corresponding J-3	32	**Corresponding SDD**	SDD J3-32	**Corresponding PI**	(FY18) 1.1

Performance Measure Details	
Objective	Provide timely dosimetry response to external customers

Measure	Days to completion

Calculation methodology	Total on-time requests ÷ total number of requests

Target	≥95% 10-business-day turnaround time (routine exchanges)/30-business-day turnaround time (annual exchanges)

MSA stoplight levels	Green: ≥95%, Yellow: 94-90%, Red: <90%

Bounding conditions	None

Reporting		
Frequency	**Period**	**Internal MSA date of submission**
Monthly	Calendar month	Within 10 business days of the end of the previous calendar month

FY18 Performance Measure					
PM J32-1: Radiological Instrumentation Calibration					
Service area	Radiological Instrumentation				
Corresponding J-3	32	**Corresponding SDD**	SDD J3-32	**Corresponding PI**	(FY18) 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 ÷ total number of requests

Target	≥90% 10-day turnaround time

MSA 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 to be normal workload conditions and will not be included in the on time delivery calculation.

Reporting		
Frequency	**Period**	**Internal MSA date of submission**
Monthly	Calendar month	Within 10 business days of the end of the previous calendar month

FY18 Performance Measure					
K Basin Sludge Support – Loaned Labor					
Service area	Loaned Labor				
Corresponding J-3	J3-36	**Corresponding SDD**	SDD J3-36	**Corresponding PI**	(FY18) 1.1

Performance Measure Details	
Objective	Demonstrate that target levels were met for dedicated loaned labor requests in support of K basin sludge milestones
Measure	Number of loaned labor requests fulfilled
Calculation methodology	Total requests filled ÷ total requests
Target	≥85% fulfillment of loaned labor requests
MSA 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. • Delays due to customer access restrictions, or facility conditions, or facility personnel are unable to support. • Lockout/Tagout by Other Hanford Contractors will not be counted. • Delays due to weather conditions will not be counted.

Reporting		
Frequency	**Period**	**Internal MSA date of submission**
Monthly	Calendar month	Within 10 business days of the end of the previous calendar month