

## Attachment

### Award Fee Determination Scorecard

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

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

**Award Period:** October 2014 through September 2015

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

**Award Fee Available:** \$21,043,816      **Award Fee Earned:** \$18,776,345 (89%)

#### Award Fee Area Adjectival Ratings:

Objective: Excellent (94%) \$13,852,092

Subjective: Very Good (78%) \$4,924,253

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

**Significant Achievements:** MSA had a very high success rate at meeting performance targets. Although, for brief periods, some service areas did not meet the established performance goal, MSA swiftly implemented corrective actions to improve performance and ensure that all service areas achieved site cleanup-related goals.

MSA did outstanding in implementing the Maintenance Management Program completing all 45 milestones, which included improvement activities for water/sewer/electrical utilities, baseline activities for information management and general purpose facilities, and a maintenance maturity assessment for HAMMER and fleet maintenance/crane and rigging.

MSA continued to shrink the Information Technology footprint by consolidating 400 Area network assets and HPMC data center, and relocating other network assets.

MSA successfully planned and conducted the five-year entry and inspection of five cocooned interim safe storage reactors. The work was completed ahead of schedule with no safety incidences.

MSA completed a review of the Hanford Patrol training program to include the application of the Elite Force training to the protection of special nuclear material from a cost versus benefit perspective and compliance to ensure the program was aligned with the current site protection strategy and any forthcoming emerging requirements. As part of this review, MSA submitted a cost benefit analysis/compliance analysis and action plan that was comprehensive and credible. The conclusions and recommendations were well supported and appropriately addressed the requirements of the completion criterion.

MSA developed a preliminary draft River Corridor Integrated Land Planning document ahead of schedule and under budget, successfully completed all reactor internal safe storage re-entries, and worked with other Hanford contractors to deliver the CERCLA five-year review ahead of schedule and under budget.

MSA continued to regularly review spending forecasts to ensure work was executed within funding controls. MSA was able to maintain cost within control points and effectively planned for appropriate carryover to manage through protracted continuing resolution in FY 16.

MSA has been outstanding in working towards achievement of its small business goals. MSA has taken aggressive actions to achieve goals for HUBZone and women-owned businesses. This effort is commendable considering how difficult it is to meet these goals in Southeastern Washington.

During mid-year there was a transition to a new MSA management team. This new MSA management team proactively engaged RL management to make improvements in a number of areas to include their conduct of operations, internal audit organization, and business relations. All changes were made timely and are improving the operation of these functions. In the beginning of the review year, performance was trending downward; however, the proactive efforts of the new leadership team have changed that trending and is yielding positive results.

MSA displayed positive leadership by creating a dedicated maintenance team to address water and sewer maintenance backlog activities. MSA has significantly improved the working level interfaces between operations and maintenance to allow an increased level of work efficiency in the field. MSA management and senior leadership reviewed different levels of work processes including field time to recommend improvements necessary for success.

The new MSA senior leadership proactively engaged with DOE to determine the best approach to evolving the HAMMER Hanford Board of Directors, which was instrumental in ensuring the changes were implemented and are being sustained.

HAMMER quickly responded to the WRPS stop work (called on 12/10/14) related to the AV3000 masks. HAMMER's drive to support resolution by working immediately to support testing and collaboration with the manufacture to determine whether or not there was a defect in the new AV3000 masks was paramount in lifting the stop work. HAMMER's testing of 155 masks on 12/16/14, confirmed the new harnesses on the marks were not built to specifications. The data was compiled and transmitted to WRPS on 12/18/14, and the stop work was lifted and work was able to resume due to the expedient work conducted by HAMMER.

**Other Matters:** Previous actions taken by MSA have continued to result in unallowable costs inappropriately charged to DOE. A contracting officer notice of intent to disallow \$15.3M in 2011 affiliate fee/profit was issued to MSA by letter dated April 22, 2015. Subsequently, the contracting officer issued a final decision on November 10, 2015 to disallow \$63.5M in affiliate fee/profit for calendar years 2010-2014. Additionally, MSA's purchase of Homeland Protector Insurance did not comply with the terms of the MSC. The contracting officer issued a final decision to disallow \$1.3M in costs for the first five years of the MSC, which is detailed in a letter to MSA dated August 25, 2015. These unallowable charges to DOE are significant, and DOE is seeking recovery and resolving through appropriate channels. Currently, these two issues are in dispute and MSA has appealed to the Civilian Board of Contract Appeals.