

Attachment

Award Fee Determination Scorecard

Contractor: Mission Support Alliance, LLC (MSA)

Contract: Mission Support Contract

Contract Number: DE-AC06-09RL14728

Award Period: October 2015 through September 2016

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

Award Fee Available: \$21,102,775 **Award Fee Earned:** \$19,249,952 (91%)

Award Fee Area Adjectival Ratings:

Objective: Excellent (94%) \$12,971,876

Subjective: Very Good (85%) \$6,278,076

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

Significant Achievements:

MSA performed excellent enabling mission contractors to achieve their cleanup mission by delivering timely service and reliable infrastructure, meeting 43 of the 46 milestones for FY16 actions per the approved schedule of the MSA Maintenance Program Five-Year Plan.

MSA recovery actions related to maintenance were very good at eliminating a single point failure in the potable water system.

MSA Demonstrated responsiveness and alignment of resources and equipment to meet cleanup contractors' project requirements in support of key milestones.

MSA Demonstrated excellent rapid re-alignment of resources by managing the User Based Services (UBS) for a cumulative year-end liquidation rate within +/- 1% representing an exceptional effort to communicate with site contractors and realign resources to accommodate their needs.

MSA completed all activities per approved schedule for consolidating the Hanford Site infrastructure footprint.

MSA's support to the One System team was rated by the cleanup contractors as good to excellent in all areas.

MSA demonstrated effective Hanford Site integration and did very well identifying longstanding or emerging issues that affect efficient site operations and providing recommendations for improvements. MSA demonstrated timeliness, quality, and effectiveness in the delivery of services to the cleanup mission.

MSA prepared quality Long-Term Stewardship Transition Turnover Packages. MSA executed several steps to improve the quality and performance of the Environmental Monitoring Program including self-assessments, a value stream mapping, and an external peer review, which resulted in the development and implementation of several "get-to-excellence" plans.

MSA performed well in execution of strategic planning activities of key importance to DOE. Work products were well aligned with Federal strategic objectives, provided well thought-out and supported recommendations, and supported actionable strategies.

MSA provided effective leadership in developing, implementing, and maintaining a Quality Assurance Plan (QAP) that complies with Federal, DOE, and EM QA requirements. MSA effectively managed its work in compliance with the DOE-approved QAP throughout the period. MSA was effective and efficient in providing supplier quality program verifications and procurement quality inspection services to the Hanford cleanup contractors.

MSA's cultural review staff continue to respond to quick turnaround requests for assessments. MSA has worked closely with DOE and the contractors to ensure work is not held up and that assessments are performed as quickly as possible.

MSA successfully completed the work associated with the reactor safe storage enclosure inspections in a timely manner and sealed the reactors after successfully obtaining approval from EPA and Ecology to extend the inspection period from 5 years to 10 years resulting in significant cost savings. MSA also successfully transitioned data and data management tools relative to Long Term Stewardship from WCH prior to the WCH contract expiration resulting in significant efficiencies relative to data retention and retrieval.

MSA exceeded targets for completion of corrective maintenance backlog for water, sewer, and electrical utilities.

In the area of Security and Emergency Services (\$70M work scope), MSA did well in navigating a very challenging, resource-constrained year, effectively prioritizing work to alleviate potential staff lay-offs, while striking a good balance with mission essential requirements. They supported Departmental fiscal planning efforts when requested with timely, relevant information.

Noteworthy performance was observed in several areas to include conduct of operations and business relations. MSA's management and support personnel have established very good business relations demonstrated by a continued partnering approach to produce detailed and integrated deliverables throughout the performance period. MSA continues to provide strong leadership in the ongoing administration of the Contractor Interface Board and in resolving interface issues between Hanford contractors.

MSA provided excellent support to the recent public involvement effort pertaining to Tri-Party Agreement (TPA) milestone series M-15, M-16, M-37 and M-85 renegotiations. These very important meetings in Richland, Seattle, Portland, and Hood River presented information to, and captured feedback from, the public on proposed changes to 65 TPA milestones and ~\$20 B worth of cleanup work – the next 20 years of cleanup work at RL.

MSA has put forth significant efforts toward customer satisfaction for numerous activities within real estate services and has striven to ensure positive interactions with DOE through the use of interface meetings, weekly activity reports, participation in field activities, and involvement in program related coordination with other Hanford contractors. MSA demonstrated management leadership in the fulfillment of the post-land conveyance commitments relative to the NEPA Mitigation Action Plan, and the coordination necessary to continue to operate in a safe and compliant manner.

MSA demonstrated strong performance in safety and a culture of continuous improvement as marked by the following accomplishments: proactively supported DOE's efforts in the RCRA permit modification/revision strategy; provided excellent coordination for extensive regulatory inspections at the Hanford Site; and developed an effective approach for consolidating radioactive air emission license Notices of Construction in response to a request from the Washington State Department of Health.

MSA applied an operating excellence approach in the development and implementation of strategies to improve and bring consistency to the site-wide standards (SWS) program and committees developing a best practice document for committee functions and a mentoring program for new members. Improved mechanisms to increase management support of committee participation; and institutionalized a more efficient and effective SWS review, comment, and comment resolution process. These improvements have substantial potential to result in a more efficient, cost-effective SWS program.

MSA Real Estate Services provided excellent support with the compilation, development, and coordination of the CERCLA 5 year report. MSA has integrated with the other site contractors to provide a high quality, consistent, streamlined document. MSA is also setting the stage so that future 5 year reports will build from this one and not need as extensive of an effort.

The Hanford Fire Department (HFD) did an exceptional job during a hazardous fire season this year. MSA established effective wildland fire planning working with U.S. Fish and Wildlife to get HFD trained and certified to conduct prescribed burning, complete re-write of the wildland fire management and prescribed burn plans, evaluated Hanford Site roadway classes for mapping pre-established fire breaks. They ensured fire breaks were established and maintained, coordinated with environmental, biological and cultural organizations to ensure disk lines are not disrupting biological and ecological sensitive areas and ongoing work. These continued efforts resulted in no major fires that threatened Hanford Site facilities.

MSA Emergency Management did an exceptional job of supporting the Plutonium Finishing Plant (PFP) Open Air Demolition Emergency Preparedness exercise. This required a great deal of coordination with the facility operations personnel, and DOE-RL. MSA ensured appropriate exercise objectives were established, developed a realistic exercise with achievable goals within a very short turnaround time, and re-arranged the FY17 exercise schedule to accommodate this exercise.

MSA Safeguards and Security provided exceptional support to PFP addressing challenges with inventories, establishing new Material Balance Areas, and termination of safeguards. Additionally, MSA conducted several unexpected material inventories at the PFP due to issues CHPRC had with material surveillance. MSA ensured inventories were completed quickly and made every effort to not impact the PFP mission. Additionally, MSA provided quick and effective support to CHPRC regarding establishing security areas at Central Waste Complex to receive PFP shipments.

The PEMP for this contract is available at:

<http://www.hanford.gov/files.cfm/FY2016PerformanceEvaluationManagementPlan.pdf>

