

## Award Fee Determination Scorecard

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

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

**Award Period:** October 2017 through September 2018

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

**Award Fee Available:** \$22,230,755

**Award Fee Earned:** \$20,963,602 (94.3%)

Objective: \$13,227,299 (of \$13,338,453 available)

Subjective: \$ 7,736,303 (of \$8,892,302 available)

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

### Significant Achievements:

In fiscal year 2018, MSA continued to strengthen its partnerships and collaboration with other Hanford Site contractors in support of safe cleanup. MSA was instrumental in the Site-wide implementation of the 10 CFR 851 Technical Amendment (TA). Their diligent efforts resulted in the timely submittal of the revised contractors' Worker Safety and Health Plans. The plans either abate the hazards or provide a written plan that meets all the requirements specified in the TA, balancing the compliance cost, programmatic benefits and improvements to be realized.

MSA continued to provide other Hanford contractors (OHC) with excellent support in the area of environmental management. The *Resource Conservation and Recovery Act* and *Toxic Substances Control Act* environmental submittals met expectations in the quality of work, were submitted ahead of schedule, and reflected effective coordination with OHC.

MSA administration of the Facility Information Management System (FIMS) was excellent, with conscientious and diligent attention to data quality and integrity, and successful efforts to maintain a cooperative and collaborative role with OHC. The processes developed by MSA to facilitate the annual FIMS validation have become a model for U.S. Department of Energy- Headquarters and other sites desiring to ease the burden of this data validation process. MSA is recognized as a leader in this area.

MSA Contractor Assurance System (CAS) performance was effective in identification of issues, providing timely responses, and preventing recurrence of conditions significantly adverse to quality and events. MSA was proactive in conducting causal analysis and developing preventive and remedial corrective actions to address higher-risk events and conditions. MSA's CAS implementation and effective communications promoted RL's confidence in the system. MSA performed well in completing the corrective actions to address software quality assurance (SQA) program weaknesses identified in a fiscal year 2017 audit. MSA was diligent in revising the SQA implementing procedure and providing SQA training to staff, thereby strengthening the overall efficacy of the SQA program.

Real Estate Services has been effective in performing efficiently and controlling costs associated with Long-Term Stewardship surveillance and maintenance, the post-land conveyance to the Tri-Cities Economic Development Council, and supporting RL on the Avista Utilities transmission line rebuild

project. The successful deployment of the Orphan Tracking Information System will allow MSA to track and disposition miscellaneous debris identified on the Site. The new web-based Stewardship Information System application and new version of a web map application have been widely lauded by RL and OHC as valuable tools. MSA launched a new and improved version of the Site Excavation Permit Application (SEPA III) that contained upgrades that streamlined functional capabilities of the SEPA automated excavation system.

The Hanford Fire Marshal's (HFM) Office exceeded the fire protection requirements of its contract. As the "Authority Having Jurisdiction," the HFM has additional fire protection duties delegated by RL. The HFM has done an exemplary job and has exceeded contractual requirements by implementing additional programs to improve Site fire prevention and safety.

MSA also provided effective leadership in leading the effort to work with the Hanford Traffic Safety Committee, Benton County Sheriff's Office and OHC to implement actions that would effect and sustain an enduring culture of safe vehicle operations on the Hanford Site. MSA implemented effective traffic engineering, education and enforcement, resulting in a long-lasting improvement in traffic safety, risk reduction and accident prevention. There were some incidents in the latter part of the performance period that caused damage to government vehicles, but MSA was swift to address these issues and is working to prevent future incidents.

**Significant Deficiencies:**

Though there were no significant deficiencies, there were several areas where improvements were needed.

Delays were encountered with the South Area Fire Station Project; MSA did not complete appropriate *National Environmental Policy Act* (NEPA) studies for all recommended proposals, thus delaying the project. MSA's NEPA compliance and process for conducting NEPA studies needs improvement.

MSA experienced eight Occurrence Reporting & Processing System (ORPS) reportable events related to hazardous energy control, leading to lock-and-tag violations. Several of the ORPS events involved electric shock and a severed electrical line, revealing significant weaknesses in work planning that could have resulted in personnel injury and property damage. Additionally, several events and issues related to inadequate planning and control resulted in ORPS reportable events, such as a test jumper failure and a near miss, inadequate fall protection controls at construction sites, and a chlorine tank handling issue.