

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE	PAGE OF PAGES 1   3
2. AMENDMENT/MODIFICATION NO. 0048	3. EFFECTIVE DATE 10/01/2016	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
6. ISSUED BY EMCBC U.S. Department of Energy EM Consolidated Business Center 250 E. 5th Street, Suite 500 Cincinnati OH 45202	CODE 03001	7. ADMINISTERED BY (If other than Item 6) Richland Operations Office U.S. Department of Energy Richland Operations Office P.O. Box 550, MSIN A7-80 Richland WA 99352	CODE 00601
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) HPM CORPORATION Attn: MARLA GARCIA 4304 W. 24TH AVE. SUITE 100 KENNEWICK WA 993382320		(x)	9A. AMENDMENT OF SOLICITATION NO.
CODE 012911892			9B. DATED (SEE ITEM 11)
FACILITY CODE		x	10A. MODIFICATION OF CONTRACT/ORDER NO. DE-EM0002043
			10B. DATED (SEE ITEM 13) 06/08/2012

**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)

See Schedule

**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) Unilateral-Contract Clause 52.217-9 Option to Extend the Term of the Contract/B.18(a) Award Fee for CLINS

**E. IMPORTANT:** Contractor  is not.  is required to sign this document and return \_\_\_\_\_ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

Tax ID Number: 91-2131802

DUNS Number: 012911892

Occupational Medical Services for the United States Department of Energy Hanford Site.

This is a zero dollar modification to unilaterally exercise Option 3 of the contract and extend the contract period of performance through September 30, 2017. This modification revises Contract Section F.1 Period of Performance to reflect the extension.

This modification unilaterally incorporates the Fiscal Year 2017 Performance Evaluation and Measurement Plan (PEMP) into the contract. This modification revises Contract Section J  
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)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Marcy J. Aplet-Zelen	
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA Signature on File (Signature of Contracting Officer)	16C. DATE SIGNED 08/12/2016

**CONTINUATION SHEET**

REFERENCE NO. OF DOCUMENT BEING CONTINUED  
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NAME OF OFFEROR OR CONTRACTOR  
HPM CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
00011	<p>Attachment J-10 PEMP.</p> <p>The total obligation on the contract remains \$65,546,805.44. The total amount of the contract remains \$100,160,468.47.</p> <p>All other terms and conditions remain unchanged.</p> <p>This Unilateral modification is effective by the signature of the Contracting Officer.</p> <p>LIST OF CHANGES: Reason for Modification : Exercise an Option Total Amount for this Modification: \$0.00 New Total Amount for this Version: \$17,029,784.73 New Total Amount for this Award: \$100,160,468.47 CHANGES FOR LINE ITEM NUMBER: 11 Exercised option</p> <p>CHANGES FOR LINE ITEM NUMBER: 12 Exercised option</p> <p>CHANGES FOR LINE ITEM NUMBER: 13 Exercised option</p> <p>Delivery Location Code: 00601 Richland Operations Office U.S. Department of Energy Richland Operations Office P.O. Box 550, MSIN A7-80 Richland WA 99352 US</p> <p>Payment: OR for Richland U.S. Department of Energy Oak Ridge Financial Service Center P.O. Box 4307 Oak Ridge TN 37831</p> <p>FOB: Destination Period of Performance: 10/01/2012 to 09/30/2018</p> <p>Change Item 00011 to read as follows (amount shown is the total amount):</p> <p>OCCMED Hanford - Option Period 3 (Year Five) FPAF Line item value is:: \$12,591,784.73</p> <p>Change Item 00012 to read as follows (amount shown is the total amount): Continued ...</p>				12,591,784.73

**CONTINUATION SHEET**

REFERENCE NO. OF DOCUMENT BEING CONTINUED  
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NAME OF OFFEROR OR CONTRACTOR  
HPM CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
00012	OCCMED Hanford - Option Period 3 (Year Five) Cost Reimbursement Line item value is:: \$4,438,000.00  Change Item 00013 to read as follows (amount shown is the total amount):				4,438,000.00
00013	OCCMED Hanford - Option Period 3 (Year Five) IDIQ				0.00

**PART I- THE SCHEDULE**

**SECTION F**

**DELIVERIES OR PERFORMANCE**

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**SECTION F**

**DELIVERIES OR PERFORMANCE**

**F.1 PERIOD OF PERFORMANCE**

The period of performance (exclusive of the Transition Period) for the work specified in Section C, PWS, of this Contract shall commence on **October 1, 2012** and continue through **September 30, 2016-2017** (base period and option years one, ~~and two~~ **and three**), unless terminated sooner as provided for in other provisions of this contract. The Transition Period is anticipated to be 90 days from the issuance of the Notice to Proceed. The Contractor shall assume full responsibility of the contract upon receipt of a written Notice-to-Proceed issued by the Contracting Officer.

- (a) The basic period of performance is two (2) years from date of award.
- (b) In the event the Government elects to exercise its option(s) pursuant to the terms of this contract, the period of performance for each option shall be as set forth below:

<b><u>Option No.</u></b>	<b><u>Period of Performance</u></b>
One	October 1, 2014 - September 30, 2015
Two	October 1, 2015 - September 30, 2016
Three	October 1, 2016 - September 30, 2017
Four	October 1, 2017 - September 30, 2018

**F.2 PRINCIPAL PLACE OF PERFORMANCE**

The principal places of performance of this contract shall be the DOE Hanford Site and the Richland, Washington area.

Medical examinations shall be provided in the Richland, Washington area at a single main clinic. The Richland, Washington area is defined as follows: the area bounded on the north by the Hanford Site, on the east by the Columbia River, on the west by the Yakima River, and on the south by Interstate I-182.

In addition to the main clinic in Richland at 1979 Snyder Street, a satellite clinic shall be maintained at the 200 West Area on the Hanford Site central plateau. The government requires the incoming contractor to assume the existing lease at the main clinic in Richland. The 200 West area clinic will reside in facilities provided by the Government.

**F.3 HOURS OF SERVICE**

The Contractor shall operate the clinics as follows:

Monday to Friday: 7am to 5pm both clinics open and staffed  
Onsite (200 West Area) clinic staffed until midnight with one receptionist and one registered nurse as minimum staffing.

Saturday: Offsite clinic closed / Onsite Clinic 7am to 4pm with one receptionist and one registered nurse as minimum staffing.

Sunday: Offsite and onsite clinics are closed all day Sunday

The clinic will be closed on site holidays. A holiday schedule of site holidays will be published at the beginning of each year.

#### **F.4 FAR 52.242-15 STOP-WORK ORDER (AUG 1989)**

- (a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either—
  - (1) Cancel the stop-work order; or
  - (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.
- (b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-
  - (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this Contract; and
  - (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this Contract.
- (c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

- (d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

**F.5 FAR 52.242-15 STOP-WORK - ALTERNATE I (APR 1984)**

- (a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either—
  - (1) Cancel the stop-work order; or
  - (2) Terminate the work covered by the order as provided in the Termination clause of this contract.
- (b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule, the estimated cost, the fee, or a combination thereof, and in any other terms of the contract that may be affected, and the contract shall be modified, in writing, accordingly, if-
  - (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this Contract; and
  - (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this Contract.
- (c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.
- (d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

**F.6 REPORTING REQUIREMENTS**

The following reports are required from the Contractor. This list is subject to change at the sole discretion of the Contracting Officer or designee. Any deliverable that is required by any provision/clause of the contract that is not listed below does not relieve the Contractor of the requirement to provide that deliverable.

**GLOSSARY**

<b>Acronym/Abbreviation</b>	<b>Definition</b>
AMSE	Assistant Manager for Safety and Environment
BAWR	Beryllium Associated Worker Registry
CIO	Chief Information Officer
CIR	Contractor Industrial Relations Team
CO	Contracting Officer
COR	Contracting Officer’s Representative
Ecology	State of Washington Department of Ecology
ECP	Employee Concerns Program
EMCBC	Environmental Management Consolidated Business Center
EPA	United States Environmental Protection Agency
ESQ	Environmental, Safety and Quality Division
MSA	Mission Support Alliance
ORISE	Oak Ridge Institute for Science and Education
ORP	Office of River Protection
PEMP	Performance Evaluation and Measurement Plan
Penser	Penser North America, Inc.
RL	Richland Operations Office
RMFO	Records Management Field Officer
SEI	Security, Emergency Services and Information Management Division
SHD	Safety and Health Division
SOMD	Site Occupational Medical Director’s
SSD	Site Stewardship Division

Incident Reporting Requirements							
	Title	Content	Clause / Driver	Frequency	Recipient	DOE Action	Due Date
1.	Exposure, Injury, or environmental release incident report	Report the DOE Health & Safety Office, exposure to any substance, possible exposure to any substance, and all accidents resulting in death, trauma, occupational disease, bodily injury, or environmental release. Additional specific reporting requirements may apply per DOE O231.1A Chg.1 Environment, Safety, and Health Reporting and DOE M231.1-2 Occurrence Reporting and Processing of Operations	DOE M 231.1B, DOE O 580.1A	Daily	CO, COR, AMSE, ORP-SHD  (via email)	Information	Immediate
2.	Property loss or damage incident report	A full report of all instances of loss, damage, destruction, and theft of Government property per DOE reporting guidelines. Suspected incidents of vandalism or purposeful destruction of property shall be reported to the Hanford Patrol (and Richland Police, as applicable) for investigation.	DOE O 580.1A	Per Occurrence	CO, COR SSD, Hanford Patrol	Information	Immediate upon discovery

Routine Reporting Requirements							
	Title	Content	Clause / Driver	Frequency	Recipient	DOE Action	Due Date
3.	Transition Plan	Per Section C.2.1.23	C.2.1.23 Contract Transition	N/A	CO, COR	Review and Approval	5 days after award of contract
4.	Annual Execution Plan	Description of the proposed annual work scope to be accomplished, linked to regulatory or other "drivers" for the work scope, full-time equivalent (FTE) requirements and associated direct and indirect costs, broken-out by work breakdown structure (WBS) element	C.2.1.22 Project Controls and Management	Annually	CO, COR	Review and Approval	August 31
5.	Annual Self-Assessment Report	Self-assessment survey of occupational medical program, facilities, and professional staff annual performance relative to the Performance Evaluation and Measurement Plan for preceding Fiscal Year. Includes self-evaluation and supporting data on contractor performance relative to PEMP elements. Data must be adequate to support DOE verification. DOE reserves the right to perform independent assessment(s).	H.18 and J-10 PEMP	Annually	CO, COR	Information	October 31st

<b>Routine Reporting Requirements</b>							
	<b>Title</b>	<b>Content</b>	<b>Clause / Driver</b>	<b>Frequency</b>	<b>Recipient</b>	<b>DOE Action</b>	<b>Due Date</b>
6.	Site Occupational Medical Director's (SOMD) Annual Report	<p>A comprehensive, detailed report that identifies trends and analyzes effects, presents conclusions of medical surveillance analyses, and makes recommendations for improvements in protecting worker safety and health</p> <p>i. Ensure that the report provides/presents:</p> <ol style="list-style-type: none"> <li>1. Information on the relationship of site activities to the health and safety of site personnel,</li> <li>2. Any trends and an analysis of their effects,</li> <li>3. Conclusions of the medical surveillance analyses and recommendations to the DOE for improvements in protecting worker safety and health,</li> <li>4. The results of any special studies directed by the DOE CO, or designee,</li> <li>5. A description of the analyses, the bases for conclusions, a discussion of the urgency of the recommendations, and</li> <li>6. An explanation of the benefits to the health and safety of the site workers and the DOE.</li> </ol> <p>ii. Ensure that the report meets the standards for analyses and report preparation comparable to that required for acceptance by a peer-reviewed medical journal.</p> <p>iii. Present the results verbally to the Government at a time specified by the DOE CO after the report has been submitted.</p>	C.2.1.2 Medical Surveillance Data	Annually	CO, COR	Information	January 31
7.	Epidemiological Quarterly Report	<p>A summary report on the health status of the Hanford workforce, collectively and sorted by grouping, location, employer, and by job function, including results of any epidemiological studies. The data analyses shall be aimed at early identification of patterns of findings, sentinel events, or changes in worker health that may be indicative of trends or weaknesses in worker protection features and programs.</p>	C.2.1.2 Medical Surveillance Data	Quarterly	CO, COR	Information	45 days after the end of each quarter

8.	Contractor Quality Assurance Plan	<p>A Quality Assurance Plan in accordance with the applicable standards/requirements from the Accreditation Body: Accreditation Association for Ambulatory Health Care (AAAHC).</p> <ul style="list-style-type: none"> <li>(i) In accordance with the plan, conduct self-assessments to ensure continuous quality improvement and report the results to DOE.</li> <li>(ii) Report the Quality Assurance outcomes and improvement actions taken, to the DOE Program Manager as part of the SOMD's Report.</li> <li>(iii) Ensure that the report includes trending, analyses, detailed improvement plan(s) where indicated by predetermined thresholds, and assessments of how well the Contractor is meeting performance improvement goals.</li> <li>(iv) Ensure that, in addition to the Contractor's own performance indicators, the following DOE indicators are addressed: <ul style="list-style-type: none"> <li>1. Unusual Events: At a minimum the following must be included in the Quality Assurance Plan and reports: any sentinel events such as deaths and serious injury, needle sticks, blood borne pathogen and body fluid exposures, medication errors, falls within the clinics or adjacent walking and parking areas, all customer complaints, injuries attributable to or associated with care or services, and any event that puts the Government or the Contractor at medical/legal risk. In addition to scheduled reporting, all unusual events shall be brought to the attention of the DOE Program Manager with notification that that the event occurred no later than the next business day, and all follow-up documentation within a mutually agreeable timeframe, generally not to exceed two weeks.</li> <li>2. Customer Satisfaction Surveys: Customer satisfaction surveys must be available to all clients in all major areas that deliver direct services. At a minimum, satisfaction surveys must include: efficiency in scheduling appointments, prompt attention upon arrival, courtesy of staff, explanation of procedures, privacy/confidentiality of the environment, explanation of results, answers to questions, clarity of follow-up actions that the client is to take, helpfulness of education and information provided, and overall satisfaction of services.</li> </ul> </li> </ul>	H.14 Accreditation Requirements; AAAHC Standards Requirement; C.2.1.13 Transition Requirement; DOE O 414.1D	Annual	CO, COR, ESQ	Review and Approval	Initial w/ transition plan, 5 and 10 days after award of contract;  Then Annually by Oct 15
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*Occupational Medical Services at Hanford*

9.	Tier II Emergency and Hazardous Chemical Inventory	Contractor chemical inventory is included in the site document compiled by the Hanford Mission Support Contractor (MSA), as required by the Emergency Planning and Community Right-To-know Act 312.	Emergency Planning and Community Right-To-know Act 312	Annually	CO, COR, ESQ, MSA	Information	January 21
10.	Dangerous Waste and Biennial Waste Minimization Report	Report includes shipping information, waste description and category, and recycling credit for RCRA Wastes (compiled by the Hanford Mission Support Contractor [MSA])	Resource Conservation and Recovery Act (RCRA)	Annually, with quarterly input	CO, COR, MSA	Information	February 1
11.	Toxic Chemical Release Inventory Report	Report lists release of EPCRA 313 chemical quantities	Emergency Planning and Community Right-To-know Act 312	Annually	CO, COR, ESQ, MSA	Information	Feb 15
12.	Occupational Medical Services Utilization Report	Report that details the numbers and types of clinical and Employee Assistance Program (EAP) services provided, such as walk-ins, exams and immunizations, by job category and contractor employer.	G.2 Submission of Vouchers and Invoices	Monthly	CO, COR BUD	Information	N/A
13.	Employee Concerns Report.  Implementation Plan	1) Information on status of employee concerns program -- cumulative, for the fiscal year.  2) Describes ECP per DOE O 442.1A and DOE G 442.1-1 (Section H.26)	H.26; DOE O 442.1A, DOE G 442.1-1.	1) Quarterly  2) 90 days from award of contract	CO, COR, ECP, MA	1) Information on 2) Review	1) January 15 <sup>th</sup> , April 15 <sup>th</sup> , July 15 <sup>th</sup> , October 15 <sup>th</sup>  2) 90 days from award of contract
14.	Collective Bargaining Agreement	Copy of the Agreement	H.5 Labor Relations	End of negotiations	CO, COR CIR	Information	When Signed

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*Occupational Medical Services at Hanford*

15.	Worker's Compensation Website	Per H Clause Workers Compensation Website	H.20 Worker's Compensation	Once	CO, COR, CIR	Information	Within 45 days of close of transition
16.	Reportable Costs Report	Incurred outside cost related to workers' compensation claim.  At the end of every month DOE's Third Party Administrator sends the Occ Med Provider by encrypted email a list of both new and closed workers' compensation claims for that month. The OMP reviews their records and advises the DOE's Third Party Administrator via encrypted email if they have incurred any outside cost that need to be reported to L&I under the workers' compensation claim.	C.2.1.3(b); C.2.1.4 Monitored Care; C.2.1.12 Case Management	Monthly	Penser	Information	5 days after receipt of list
17.	Pension Management Plan (PMP)	Per H Clause	H.7. Legacy Benefit Plans: Pension and PRB	Annual	CO, COR, CIR	Review and Approval	As requested
18.	Investment Policy	Per H Clause	H.7. Legacy Benefit Plans: Pension and PRB	Initial: Within 90 days of end of transition  Thereafter: as changed	CO, COR, CIR	Information	Initial: Within 90 days of end of transition  Thereafter: as changed
19.	Administrative Cost Incurred	Per H Clause	H.7. Legacy Benefit Plans: Pension and PRB	Annual	CO, COR, CIR	Information	60 days after plan year end
20.	Benefit-Value Study	Per H Clause	H.7. Legacy Benefit Plans: Pension and PRB	Within 18 months of contract award, no later than (March 31, 2014), then every 3 years	CO, COR, CIR	Review and Approval	Within 18 months of contract award, no later than (March 31, 2013), then every 3 years

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*Occupational Medical Services at Hanford*

21.	Form 5500	Per H Clause Copies of IRS 5500 forms with schedules, within nine (9) months of the last day of the current pension plan year; and	H.7. Legacy Benefit Plans: Pension and PRB	Annual	CO, COR, CIR	Information	According to Internal Revenue Service Schedule
22.	Form 5300	Per H Clause Copies of all forms in the 5300 series that document the establishment, amendment, termination, spin-off, or merger of a plan	H.7. Legacy Benefit Plans: Pension and PRB	Annual	CO, COR, CIR	Information	According to Internal Revenue Service Schedule
23.	FAS 87 and FAS 106	Per H Clause Copies of the FAS 87 and FAS 106 reports and updates for the plans	H.7. Legacy Benefit Plans: Pension and PRB	Annual	CO, COR, CIR	Information	As requested
24.	Annual Actuarial Report	Per H Clause Actuarial Valuation reports and Funding reports for the pension plan	H.7. Legacy Benefit Plans: Pension and PRB	Annual	CO, COR, CIR	Information	As requested
25.	Public Voucher (SF-1034)  1) Fixed Price and Cost Invoices  2) Fee invoices	1) Fixed Price and Cost Invoice.	1) G.2 Submission of Vouchers and Invoices Instructions  2) G.2 Submission of Vouchers and Invoices Instructions; B.18(d)	1) Monthly  2) Annually upon final determination of the award fee for the annual evaluation period by the FDO	CO, COR	1) Review and Approval  2) Review and Approval	1) 15 <sup>th</sup> of Month for previous month  2) The contractor may invoice immediately upon final determination of the award fee for the annual evaluation period by the FDO

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26.	Billing Rate Variance Report	Variance between estimated and actual rates for services.	C.2.1.22 Project Controls and Management	Monthly	CO, COR, BUD	Information	15 <sup>th</sup> of Month for previous month
27.	Program Performance Report (PPR)	Contractor's monthly Self-evaluation of Performance Report: backup and analyses for all work completed in performance of this contract.	E.6 Contractor's Self-Evaluation of Performance	Monthly	CO, COR	Review (approval as part of the Fee Evaluation)	15 <sup>th</sup> of Month for previous month
28.	Controlled Substances Inventory	Indicates control and protection of Government property	C.2.1.3 Diagnosis and Treatment of Injury or Illness	Semi-annually	CO, COR, SSD	Information	October 15, April 15
29.	Report of Records Holdings (REMOVED)						
30.	Records Management Plan	The Records Management Plan is a high-level program document that shall describe, at a minimum: how the Contractor will manage all life-cycle phases of Government-owned records, records management training to all contractor personnel; the safeguarding, protection and maintenance of records use of NARA approved Records Disposition Schedules; and the Contractor's procedures for implementation of the records management program as a whole, including relationships with other programs that cannot respond properly without sound records search and retrieval capabilities (e.g., processing claims received by the Department of Labor pursuant to the EEOICPA, FOIA, etc.).	C.2.1.9 Information and Records Management; 36 CFR Chapter 12	Within 60 days of contract award	CO, COR, DOE – EMCBC RMFO	Review and Approve	Within 60 days of contract award
31.	Records Inventory and Disposition Schedule (RIDS) - Records File Plan	A RIDS (file plan) is a comprehensive outline that includes the records series title and description, active file locations, file arrangement, file cutoff, retention period, file transfer instructions, disposition instructions, and other specific instructions that provide guidance for effective management of records, including vital records.	C.2.1.9 Information and Records Management; 36 CFR, Chapter 12	Within 6 months of contract award	CO, COR	Review and Approve	Within 6 months of contract award
32.	Records File Plan Update	Biennial submittal of any revisions to the Records File Plan	36 CFR Chapter 12	Biennial	CO, COR, SEI,	Review and Approve	12 Months after contract award  July 1
33.	Records Disposition Plan	The Records Disposition Plan shall document the contractor's disposition process which shall include processing records to storage (e.g., on-site, commercial and/or the Federal Records Center) and the	C.2.1.9 Information and Records Management;	Within 6 months of contract award	Program Office; CO	Review and Approve	Within 6 months of contract award

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		destruction process. This plan shall be developed and submitted for DOE approval prior to any records disposition activities.	36 CFR, Chapter 12				
34.	Vital Records Program / Plan	Describes how the contractor will identify records needed for performing essential functions and a plan to protect vital records and the recovery of any records affected by an emergency or disaster. Plan to include list of vital records.	C.2.1.9 Information and Records Management; DOE O 243.1B Chg.1	Within 6 months of contract award	Program Office; CO	Review and Approve	Within 6 months of contract award
35.	Vital Records Update	Annual submittal of any revisions to the vital records listing.	C.2.1.9 Information and Records Management	Annually	CO, COR, SEI	Review and Approve	12 Months after contract award July 1
36.	Privacy Act List of Systems of Records	The Contractor shall prepare and submit for DOE approval, in accordance with Federal Acquisition Regulation clause 52.224-2, Privacy Act (APR 1984) and DOE O 206.1 DOE Privacy Program: (1) a list of the systems of records that fall under the Privacy Act and (2) note the design, development, or operation work that will be performed, and (3) the responsibility of each system. Systems currently covered by the Privacy Act can be found in the Federal Register.	C.2.1.9 Information and Records Management; DEAR 970.5204-3; FAR 52.224-2; DOE O 206.1	Within 90 days of contract award	CO, COR, OCE	Review and Approval	Within 90 days of contract award
37.	Records Inventory and Disposal Schedules	Identifies active records and approved schedule for disposition of records	C.2.1.9 Information and Records Management	Annually	CO, COR, SEI	Information	As requested
38.	Customer Satisfaction Report	A report that summarizes the results of customer satisfaction surveys from end-users and site contractor management.	J-10 PEMP	Quarterly	CO, COR	Information	5 days after receipt of survey results from vendor
39.	Accreditation Requirements Reports	H Clause "Accreditation Requirements": 1) Communications to and from the AAAHC; 2) Action Plan; 3) monthly progress report, and 4) quality indicators submitted to the AAAHC	H.14 Accreditation Requirements	As required	CO, COR	Information	1) 5 business days, 2) 10 business days. 3) monthly, 4) as required

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40.	Organizational Chart; Standards and procedures	Per H Clause	H.36 DEAR 970.5203-3 Contractor's Organization	As required	CO, COR	Information	Upon award and subsequent updates
41.	System Categorization; Computer Security Threat and Vulnerabilities Statement and Computer Security Risk Assessment and Mitigation document; System Security Plan	Per H Clause "Information Technology"	H.40 Information Technology	N/A	Program Office, DOE-RL CIO, COR, CO	Review and Approval	March 31, 2013
42.	Recommended improvements to enhance Hanford occupational and preventive health programs	Recommended improvements to enhance Hanford occupational and preventive health programs, based on contractor review of Federal, State, and DOE documents, and trade publications. Reports shall determine applicability and impact of any new or proposed regulations or best practices on operations, and alert the CO, of regulation and program changes affecting this contract, and recommend an implementation plan for identified changes.	C.2.1.7 Health Program Improvement	As identified	CO, COR	Information	As identified
43.	Facility/Site Visit Form	Worksite Visit Reports following the monthly coordinated visits to the worksite by Occupational Health providers, including the SOMD, all physicians and all mid-level practitioners. This requirement does not apply to casual visits, coordinated presentations, or brief consultative visits.	C.2.1.11 Field / Facility Worksite Visits (WSV)	As WSV completed	Worksite visit POC of the host organization	Information	By end of month for previous month
44.	Consultative Reports	The Occ Med contractor will be requested to provide industrial hygiene support and expert consultation. When written reports are requested, the quantity and depth of these reports shall be adequate for the purpose.	C.2.1.20 Industrial Hygiene Support	As requested	Requesting Organization	Information	As requested

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45.	Beryllium Registry Submittal	Data for each beryllium-associated worker is to be submitted to the Beryllium Registry semi-annually. The Occupational Medicine Contractor has been identified as the lead coordinator by the Hanford Site-Wide Chronic Beryllium Disease Prevention Program (DOE-0342). The Oak Ridge Institute for Science and Education (ORISE) maintains the Beryllium Associated Worker Registry (BAWR) for the U.S. Department of Energy (DOE) Office of Health, Safety and Security (HSS).	C.2.1.5 Legacy Health Issues; 10 CFR 850.39(h);	Semi-annual	ORISE BAWR	Information	July 30 <sup>th</sup> for the time period January 1 <sup>st</sup> through June 30 <sup>th</sup> ; and by January 30 <sup>th</sup> for the time period July 1 <sup>st</sup> through December 31 <sup>st</sup>
46.	Illness and Injury Monthly Report	Illness and Injury data as described in DOE-STD-1190-2007 Generally: 1) roster data updated periodically, 2) illness and injury data as reported by workers through the return to work process following an illness or injury-related absence, 3) OSHA 300 log data, and 4) disability retirements and deaths among actively employed workers	10 CFR 850; 10 CFR 851; Atomic Energy Act of 1954; Energy Reorganization Act of 1974; 42 USC 2051; DOE O 231.1B	Monthly	Illness and Injury Surveillance Data Center at ORISE	Information	15 <sup>th</sup> of Month for previous month
47.	Illness and Injury Roster Quarterly Update	Illness and Injury roster data as described in DOE-STD-1190-2007. Information concerning all contractor and subcontractor workers who are covered by 10 CFR 851 Worker Health and Safety Rule	10 CFR 850; 10 CFR 851; Atomic Energy Act of 1954; Energy Reorganization Act of 1974; 42 USC 2051; DOE O 231.1B	Quarterly	Illness and Injury Surveillance Data Center at ORISE	Information	Complete, unabridged Roster due January 1; Quarterly updates each quarter: April 1, July 1, October 1

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48.	Worker Safety & Health Program (WSHP)	Safety and Health Program (WSHP)	C.2.1.14 Participation in Site Safety & Health Efforts; 10 CFR 851	Once	Program Office, CO, COR	Approve	45 days after contract signing
49.	Worker Safety and Health Program annual update	Safety and Health Program (WSHP) annual update	C.2.2.12 Worker Safety & Health Program Updates; 10CFR851	Annually	CO, COR, AMSE	Review	Annually on anniversary of initial plan approval
50.	Initial nomination of Physical Protection Medical Director (PPMD)	The Contractor must nominate in writing a nominee for the PPMD position, providing appropriate documentation for review.	10 CFR 1046.4(1)	As required	CO, COR, SEI	Approve	Within 60 days of designation of assignment
51.	Initial nomination of Designated Physician (DP)	The PPMD must nominate in writing one or more nominees for Designated Physician positions, providing appropriate documentation for review.	10 CFR 1046.4(b) & (c)	As required	CO, COR, SEI	Approve	Within 60 days of designation of assignment
52.	Retention or replacement of PPMD	The PPMD's supervisor of record must send a letter reporting on the current credentials of the PPMD recommending retention or replacement. Immediate notification must be made if a PPMD is relieved of duties or replaced.	10 CFR 1046.4(f)	Annually	CO, COR, SEI	Approve	June 30
53.	Annual Activity Report	The PPMD must review the current credentials of each DP and make a recommendation to the employer to either retain or replace each incumbent. Notification from the employer of any changes is required.	10 CFR 1046.4(e)	Annually	CO, COR, SEI	Approve	June 30
54.	Medical Activity Summary	The PPMD must submit a letter summarizing the medical activity conducted during the previous year. The letter submitted must comply with applicable DOE requirements specifying report content.	10 CFR 1046.4(g)	Annually	CO, COR, SEI	Approve	June 30

55.	SOMD Annual Report	The SOMD must submit a written report summarizing HRP medical activity during the previous year. The SOMD must comply with any DOE directives specifying the form or contents of the annual report.	10 CFR 712.34(c)	Annually	CO, COR, SEI	Review and Approval	March 1
56.	Nomination for Designated Physician and Designated Psychologist	The SOMD must nominate a physician to serve as the Designated Physician and a clinical psychologist to service as the Designated Psychologist. Each nominee must describe the nominee's relevant training, experience, and license, and include a curriculum vitae and a copy of the nominee's current state or district license.	10 CFR 712.34(a)	As applicable	CO, COR, SEI	Review and Approval	As Applicable
57.	Re-nomination Report	The SOMD must submit a re-nomination report with a statement evaluating the performance of the Designated Physician and Designated Psychologist during the previous designation period. Each re-nomination must include a copy of the valid, unrestricted state or district license of the Designated Physician and Designated Psychologist.	10 CFR 712.34(b)	Biennially	CO, COR, SEI	Review and approval	At least 60 days before the second anniversary of the initial designation or the last re-designation, whichever applies

**SECTION J**  
**ATTACHMENT J-10**

**PERFORMANCE EVALUATION  
AND MEASUREMENT PLAN**

Fiscal Year 2017

Occupational Medical Services Contract

**Occupational Medical Services Contract**

**Fiscal Year (FY) 2017 - October 1, 2016 through September 30, 2017**

**Performance Evaluation and Measurement Plan (PEMP)**

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*Occupational Medical Services at Hanford*

1.0 INTRODUCTION

This is the basis for the Occupational Medical Services at Hanford evaluation of the contractor's performance and for presenting an assessment of that performance to the Fee Determining Official (FDO). It describes specific criteria and procedures used to assess the contractor's performance under the Firm-Fixed-Price portion of the contract (in accordance with *Section B.1*) and to determine the amount of fee earned for the evaluation period/fiscal year. For the purpose of this document, the term "Performance Evaluation and Measurement Plan" is synonymous with the term "Award Fee Plan." Actual award fee determinations and the methodology for determining fee are unilateral decisions made solely at the discretion of the Government.

The fee will be added to the contract through a contract modifications and is in addition to the Firm-Fixed-Price, Cost Reimbursement, Indefinite Delivery/Indefinite Quantity (IDIQ) provisions of the contract. The fee earned and payable will be determined by the FDO based upon review of the contractor's performance against the criteria set forth in this plan.

2.0 ORGANIZATION

The award fee organization consists of: the FDO; an Award Fee Board (AFB) which consists of the Contracting Officer's Representative (COR) as chairperson, the Contracting Officer (CO), other functional area participants, and advisor members. The FDO, AFB members, and COR are listed in Section 7.0.

3.0 RESPONSIBILITIES

- a. FDO. The FDO approves the award fee plan and any significant changes. The FDO reviews the recommendation(s) of the AFB, considers all pertinent data, and determines the earned award fee amount for each evaluation period.
- b. AFB. AFB members review COR's evaluation(s) of the contractor's performance, consider all information from pertinent sources including interim performance reports, and arrive at an earned fee recommendation to be presented to the FDO. The AFB may also recommend changes to this plan.
- c. CO. The CO is the liaison between contractor and Government personnel and shall ensure the incentive process is properly administered in accordance with agency regulations. The CO shall also modify the contract in regards to any contractual issues that may arise during the term of the contract. The CO will also coordinate the administrative actions required to complete the award fee process including distribution of evaluation reports, timely milestone completion, and accomplishing other actions related to ensure smooth operation of the process.
- d. Award Fee Review Board Chairperson (COR). The COR maintains written records of the contractor's performance in their assigned evaluation area(s) so that a fair and accurate evaluation is obtained. The COR also prepares end-of-period evaluation reports as directed by the AFB.

4.0 FEE PROCESSES

- a. Available Fee Amount. The available fee for the FY 2017 evaluation period is shown in Section 8.0. The fee earned will be paid based on the contractor's performance during this annual evaluation period.
- b. Evaluation Criteria. If the CO does not give specific notice in writing to the contractor of any change to the evaluation criteria prior to the start of a new evaluation period, then the same criteria listed for the preceding period will be used in the subsequent award fee evaluation period. Any changes to evaluation criteria will be made by revising Section 10.0 and notifying the contractor.
- c. Annual Evaluations. The PEMP sets forth the annual evaluation period and the criteria upon which the contractor will be evaluated for performance. Award Fee will not be used to incentivize the contractor to meet contract expectations and requirements but will be used to incentivize superior performance. Immediately upon final determination of the award fee for the annual evaluation period by the FDO, the contractor will invoice for the fee amount due. Any unearned award fee from each evaluation period shall be forfeited and will not be eligible to be earned in any future period(s).
- d. Contractor's Self-Assessment. The contractor is required to submit an annual self-assessment survey of occupational medical program, facilities, and professional staff annual performance relative to the PEMP for the preceding evaluation period/fiscal year within 60 days after the end of the current evaluation period being reviewed. This assessment includes self-evaluation and supporting data on contractor performance relative to PEMP elements. Data must be adequate to support DOE verification. DOE reserves the right to perform independent assessment(s). This written assessment of the contractor's performance throughout the evaluation period may also contain any information that may be reasonably expected to assist the AFB in evaluating the contractor's performance.
- e. Rating. The AFB will evaluate the contractor's performance and recommend the amount of fee earned, in the following manner:
  1. Assign an adjectival rating (as defined in Section 9.0) to each of the Performance Incentives by using the measurement criteria described in Section 10.0.
  2. Exclude from the fee base (as forfeited) all fee allocated to any criterion that is evaluated at the "Satisfactory" or "Unsatisfactory" performance level (as defined in Section 9.0).
  3. Correlate the individual adjectival ratings of each of the performance incentives obtained in Section 10.0 with Section 9.0 to determine the recommended fee percentage earned for each of the individual performance incentives.
  4. Support through narrative description, a recommended fee-earned amount.
  5. Provide recommended earned fee to the FDO for approval/adjustment of the final fee amount earned by the contractor.

Payment of fee is subject to the fee reduction terms of this contract and FDO approval that the contractor has achieved the stated outcomes for the performance incentives. The FDO may accept the fee recommendation as is, or at his/her discretion, make an adjustment to the recommended fee determination. A CO letter summarizing the FDO's evaluation decision and the amount of performance fee earned shall be furnished to the contractor within 90 calendar days of DOE-RL's receipt of the contractor's self-assessment report. This letter constitutes official issuance of the performance fee determination.

5.0 FEE PLAN CHANGE PROCEDURE

The FDO may unilaterally change this plan prior to the beginning of an evaluation period/fiscal year. The contractor will be notified of changes to the plan by the CO, in writing, before the start of the affected evaluation period. Notification of unilateral changes shall be provided to the contractor 30 calendar days prior to the start of the annual evaluation period to which the changes will apply.

The contractor may recommend changes to the CO no later than 90 days prior to the beginning of the new evaluation period/fiscal year. After approval, the CO shall notify the contractor in writing of any change(s).

Changes to this plan that are applicable to a current evaluation period/fiscal year will be incorporated by mutual consent of both parties.

All significant changes are approved by the FDO; the AFB Chairperson approves other changes. Examples of significant changes include changing evaluation criteria, adjusting weights to redirect contractor's emphasis to areas needing improvement, and revising the distribution of the fee dollars.

6.0 CONTRACT TERMINATION

If the contract is terminated for the convenience of the Government after the start of a fee evaluation period, the fee deemed earned for that period shall be determined by the FDO using the normal fee evaluation process. After termination for convenience, the remaining fee amounts allocated to all subsequent fee evaluation periods cannot be earned by the contractor and, therefore, shall not be paid.

7.0 PEMP ORGANIZATION

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

Award Fee Review Board Chairperson (COR) .....Ashley Morris, Program Manager

Award Fee Review Board Members:

Program Director..... Joe Franco

Contracting Officer ..... Marcy Aplet-Zelen

Attorney Staff Member ..... Anissa Siefken

Financial Management Staff Member ..... Kathy Andrews-Smith

Procurement Director .....Sally Sieracki

8.0 FEE ALLOCATION

STRATEGIC AREA	ALIGNMENT TO CLEANUP MISSION	PERFORMANCE OUTCOMES		ALLOCATED PERCENT	AWARDED-FEE AVAILABLE TO BE EARNED
<b>1.0: Effective Site Cleanup Support</b>	Deliver occupational medical services to support the cleanup mission.	1.1	Enable DOE and Hanford Site contractors to achieve their cleanup mission by delivering effective service that supports customer key milestones and regulatory commitments.	35%	\$119,000.00
<b>2.0: Efficient Site Cleanup Support</b>	Align resources to efficiently meet site mission needs, strategically align capabilities to the cleanup mission, and implement technologies that reduce cost and improve support for DOE and site customers.	2.1	Demonstrate responsiveness and alignment of resources and equipment to meet DOE and the Hanford Site contractors' project requirements in support of key milestones.	35%	\$119,000.00
<b>Subtotal</b>				<b>70%</b>	<b>\$238,000.00</b>
<b>3.0: Comprehensive Performance</b>		3.1	Subjective outcome.	30%	\$102,000.00
<b>Subtotal</b>				<b>30%</b>	<b>\$102,000.00</b>
<b>Total</b>				<b>100%</b>	<b>\$340,000.00</b>

DOE-RL encourages the contractor to perform at the highest levels of excellence. Award fee shall not be earned if the contractor's overall schedule and technical performance in the aggregate is at or below satisfactory. The basis for all award-fee determinations shall be documented in the contract file to include, at a minimum, a determination that overall schedule and technical performance in the aggregate is or is not at a satisfactory level. This determination and the methodology for determining the award fee are unilateral decisions made solely at the discretion of the Government.

No Award Fee is available for performance at the Satisfactory level because the contractor is already earning profit in its fixed price amount for such performance.

Performance ratings above the overall rating of satisfactory will reflect the extent to which the contractor, on its own initiative, is actively involved in performance improvement activities and the extent to which these actions contribute to more efficient, effective, and economical operation, thus forming the basis for earning performance fee.

If the contractor's performance is considered unacceptable in any area of contract performance, the FDO may, at his or her discretion, determine the contractor's overall performance to be unacceptable and withhold the entire performance fee for the evaluation period.

## 9.0 FEE EVALUATION

Because the services to be provided under this contract directly support the Hanford Site contractors, and because such services are integral to the environmental cleanup mission at Hanford, DOE has assigned fee toward the following strategic areas of the contract as shown on Section 8.0.

**Overall Performance Incentive Ratings and Definitions**

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 rework.	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 rework 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. 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%

Occupational Medical Services at Hanford

**10.0 PERFORMANCE INCENTIVES**

*Fee determination and payment will be made in accordance with Section B clause entitled Award Fee for CLINS 002, 005, 008, 011 and 014. The significant award fee criteria for objective incentives consist of the successful completion of specified activities. The subjective evaluation is focused on the achievement of high-level strategies, outcomes, and envisioned end states. The evaluation of all incentives will include a subjective determination regarding quality and effectiveness.*

PERFORMANCE OUTCOME 1.1		
Enable DOE and Hanford Site contractors to achieve their cleanup mission by delivering effective service that supports customer key milestones and regulatory commitments.	<b>Fee</b>	35%
<b>Strategic Area 1.0:</b> Effective Site Cleanup Support		
<b>Alignment to the Cleanup Mission:</b> Deliver occupational medical services to support the cleanup mission.		

COMPLETION CRITERION 1.1.1					
Enable DOE and Hanford Site contractors to achieve their cleanup mission by delivering effective service that supports customer key milestones and regulatory commitments.				<b>Fee</b>	20%
<b>Measure</b>	Patient Satisfaction Survey	<b>Performance Level (See below)</b>	Excellent Very Good Good	<b>Fee Range</b>	91-100% 76-90% 51-75%
PERFORMANCE LEVEL					
GOOD		VERY GOOD		EXCELLENT	
89.5% - 92.4% of respondents rate the Contractor "Good" or "Very Good" on the patient satisfaction survey.		92.5% - 94.4% of respondents rate the Contractor "Good" or "Very Good" on the patient satisfaction survey.		94.5% - 100% of respondents rate the Contractor "Very Good" on the patient satisfaction survey.	

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COMPLETION CRITERION 1.1.2						
Enable DOE and Hanford Site contractors to achieve their cleanup mission by delivering effective service that supports customer key milestones and regulatory commitments.					<b>Fee</b>	15%
<b>Measure</b>	Customer Satisfaction Survey (Richland Operations Office (RL)/Office of River Protection(ORP)/Hanford Site contractors)	<b>Performance Level</b>  <b>(See below)</b>	Excellent	<b>Fee Range</b>	91-100%	
			Very Good		76-90%	
			Good		51-75%	

PERFORMANCE LEVEL		
GOOD	VERY GOOD	EXCELLENT
79.5% - 85.4% of respondents rate the Contractor "Good" or "Very Good" on the customer satisfaction survey.	85.5% - 90.4% of respondents rate the Contractor "Good" or "Very Good" on the customer satisfaction survey.	90.5% - 100% of respondents rate the Contractor "Very Good" on the customer satisfaction survey.

PERFORMANCE OUTCOME 2.1			
Demonstrate responsiveness and alignment of resources and equipment to meet DOE and the Hanford Site contractors' project requirements in support of key milestones.		<b>Fee</b>	35%
<b>Strategic Area 2.0:</b> Efficient Site Cleanup Support			
<b>Alignment to the Cleanup Mission:</b> Align resources to efficiently meet site mission needs, strategically align capabilities to the cleanup mission, and implement technologies that reduce cost and improve support for DOE and Hanford Site contractors.			

COMPLETION CRITERION 2.1.1			
Demonstrate responsiveness and alignment of resources and equipment to meet DOE and the Hanford Site contractors' project requirements in support of key milestones.		<b>Fee</b>	35%

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<b>Measure</b>	Provide interface support to DOE and Hanford Site contractors. 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 (e.g., Hanford Site worker transition, contract re-alignments, site-wide procedures, etc.).	<b>Performance Level</b>	Excellent Very Good Good	<b>Fee Range</b>	91-100% 76-90% 51-75%
PERFORMANCE LEVEL					
GOOD		VERY GOOD		EXCELLENT	
Contractor is able to solve basic problems with adequate emphasis on performing quality work. The rating within this range will be determined by level of necessary Government involvement and to the extent to which the performance problem is self-identified vs. Government-identified.		Contractor solves problems with minimal Government involvement. Contractor is usually proactive and demonstrates an aggressive approach in identifying problems and their resolution with an emphasis on performing quality work. Problems are usually self-identified and resolution is self-initiated.		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.	

PERFORMANCE OUTCOME 3.1		
<b>Strategic Area 3.0:</b> Comprehensive Performance	<b>Fee</b>	30%
<ul style="list-style-type: none"> <li>• Execute the contract work scope within the contract requirements, terms, and conditions while demonstrating excellence in quality, schedule, management, cost control, and regulatory compliance.</li> <li>• Provide leadership to improve management effectiveness; proactively participate and collaborate with DOE.</li> <li>• Work with DOE in a spirit of cooperation to demonstrate operational excellence to include, but not be limited to, the following areas:                             <ul style="list-style-type: none"> <li>○ Business and financial management (e.g., audits with no significant findings).</li> <li>○ Provide superior quality documents (e.g., contract change proposals, deliverables, response to audits/surveillances/assessments).</li> <li>○ Demonstrate a robust corrective action management program.</li> <li>○ Effective contractor human resources management.</li> </ul> </li> </ul>		