

Award Fee Determination Scorecard

Contractor: Mission Support Alliance, LLC (MSA)

Contract: Mission Support Contract

Contract Number: DE-AC06-09RL14728

Award Period: May 26, 2020, through January 24, 2021

Basis of Evaluation: Performance Evaluation and Measurement Plan

Award Fee Available: \$16,298,300

Award Fee Earned:

Objective: \$7,745,115 of \$8,149,150 available

Subjective: \$6,111,863 of \$8,149,150 available

Total: \$13,856,978 of \$16,298,300 available (85% of total award fee available)

The contractor exceeded many of the significant award-fee criteria and met overall cost, schedule and technical performance requirements of the contract. Taken together, as defined and measured against the criteria in the award-fee plan for the evaluation period, the contractor performance is Very Good.

Significant Achievements:

MSA continued to protect the health and safety of its workforce while performing well during the COVID-19 pandemic. As the Site integrator, MSA provided leadership in anticipating, identifying, and resolving issues across the Site in a timely manner.

MSA's Portfolio Analysis resources smoothly moved to support the Hanford operations posture and contract transition without disrupting existing commitments. MSA's Information Technology support was above expectations and instrumental in the success of thousands of site employees who have been teleworking. MSA continued to maintain a fully staffed help desk and successfully fielded a larger than average daily call volume, as well as a peak daily call volume of more than 1,500 contacts.

MSA continued to reduce long-term maintenance costs by right-sizing and reducing the Site's infrastructure, performing above expectations in this area. MSA also met or exceeded expectations for providing services to the other Hanford contractors, while effectively managing service costs and maintaining good communication with DOE and the contractors.

The MSA Electrical Utilities Engineering Department demonstrated operational excellence by redefining drawing specifications to better standardize its material, equipment, and designs, with the potential to reduce costs and coordination time. Additionally, on July 8, 2020, the Washington State Department of Health, Office of Drinking Water, recognized the MSA Water & Sewer Utilities Division with a Silver Certificate of Achievement for five consecutive years of high performance on removing particles from water to help protect workers at the Site.

The MSA Safeguards and Security Division had several noteworthy accomplishments during the reporting period. MSA Safeguards took the initiative to research, develop and issue analysis to support rescinding an equivalency, which granted relief from relevant measurement,

measurement control and nuclear material transfer requirements for sludge containing accountable quantities of nuclear materials from the K Basins. The quality and thoroughness of the analysis enabled DOE to rescind the equivalency, thereby closing the final deviation for the Hanford Material Control and Accountability program and supporting the end state for the Sludge Removal Project. Additionally, a weapons inspection of MSA noted that MSA firearms staff are the “benchmark” for other Sites within the DOE community. The inspection identified no issues or deficiencies for the fifth consecutive year. MSA’s Classification Program substantially reduced the Hanford Site classified holdings; MSA reviewed a large volume of classified holdings in a short period of time, which resulted in declassifying 56 boxes of classified information.

MSA consistently performed excellent oversight of large geographic areas where remedial actions have been completed, including leading efficient coordination with other Hanford contractors in geographic areas with overlapping management responsibilities to ensure continued protection of human health and the environment.

In some performance areas, MSA provided excellent-quality products ahead of schedule. The contractor went beyond expectations to anticipate DOE’s future needs and demonstrated forward-thinking, proactive problem solving. The effective implementation of some deliverables positioned the future contractor well to continue enhancements.

Opportunities for Improvement:

Although there were no broad areas of significant deficiency, there were some notable opportunities for improvement. Areas of improvement included fire systems testing and maintenance, litigation and discovery support, transition support regarding financial and business management, and issues with project design and estimating on two major projects. The Office of Inspector General identified several issues related to subcontracting, small business reporting, and subcontractor incurred costs. MSA’s corrective actions in response to these issues during the evaluation period did not fully address the concerns and the small business subcontracting program was evaluated as satisfactory overall. Additionally, MSA received three deficiencies in a Washington State Department of Health survey of the 283 W/E water treatment plant, had some isolated issues with conduct of operations, and achieved less than expected performance in contract change management and subcontract administration.