

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE	PAGE OF PAGES 1 5
2. AMENDMENT/MODIFICATION NO. 0015	3. EFFECTIVE DATE See Block 16C	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: LAURA MILLS 4304 W. 24TH AVE. SUITE 100 KENNEWICK WA 993382320		(x)	9A. AMENDMENT OF SOLICITATION NO.
CODE 012911892		FACILITY CODE	9B. DATED (SEE ITEM 11)
		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).
X	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: FAR 43.103(a) Mutual Agreement of the Parties.
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor is not, is required to sign this document and return 1 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 DOE Hanford Site.

1. The purpose of this modification is to update Section J, Attachment J-10, to incorporate the FY14 Performance Evaluation and Measurement Plan (PEMP) into the contract. This modification also revises the due date of Section F.6, Reporting Requirements #5, Annual Self-Assessment Report and changes the deliverable frequency and due date of #20, Benefit-Value Study (extending to due date to March 31, 2014).

2. This modification also corrects the value of CLIN 002 (FP + fee) increasing the total by Continued ...

Except as provided herein, all terms and conditions of the document referenced in Item 9A 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)	
		John J. Wiltshire	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
_____ (Signature of person authorized to sign)		Signature on File	10/03/2013
		_____ (Signature of Contracting Officer)	

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)
00002	<p>\$25,000.00 from \$22,891,204 to a new total of \$22,916,204, inadvertently omitted from Modification 013.</p> <p>3. All other terms and conditions remain unchanged.</p> <p>LIST OF CHANGES: Reason for Modification : Supplemental Agreement for work within scope</p> <p>Total Amount for this Modification: \$25,000.00 New Total Amount for this Version: \$22,916,204.00 New Total Amount for this Award: \$98,712,733.33</p> <p>CHANGES FOR LINE ITEM NUMBER: 2 Total Amount changed from \$22,891,204.00 to \$22,916,204.00</p> <p>CHANGES FOR DELIVERY LOCATION: 00601 Amount changed from \$22,891,204.00 to \$22,916,204.00</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>FOB: Destination Period of Performance: 10/01/2012 to 09/30/2018</p> <p>Change Item 00002 to read as follows (amount shown is the total amount):</p> <p>OCCMED Hanford - Base (Years 1-2) FPAF Line item value is:: \$22,916,204.00 Incrementally Funded Amount: \$12,176,654.32</p> <p>Accounting Info: Fund: 00000 Appr Year: 0000 Allottee: 00 Report Entity: 000000 Object Class: 00000 Program: 0000000 Project: 0000000 WFO: 0000000 Local Use: 0000000 Funded: \$0.00</p> <p>Accounting Info: RL-41 - Fixed Price Fund: 00000 Appr Year: 0000 Allottee: 00 Report Entity: 000000 Object Class: Continued ...</p>				22,916,204.00

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)
	00000 Program: 0000000 Project: 0000000 WFO: 0000000 Local Use: 0000000 Funded: \$0.00 Accounting Info: RLPD - Fixed Price Fund: 00000 Appr Year: 0000 Allottee: 00 Report Entity: 000000 Object Class: 00000 Program: 0000000 Project: 0000000 WFO: 0000000 Local Use: 0000000 Funded: \$0.00 Accounting Info: ORP-PD - Fixed Price Fund: 00000 Appr Year: 0000 Allottee: 00 Report Entity: 000000 Object Class: 00000 Program: 0000000 Project: 0000000 WFO: 0000000 Local Use: 0000000 Funded: \$0.00 Accounting Info: RL-13 - Fixed Price Fund: 00000 Appr Year: 0000 Allottee: 00 Report Entity: 000000 Object Class: 00000 Program: 0000000 Project: 0000000 WFO: 0000000 Local Use: 0000000 Funded: \$0.00 Accounting Info: RL-13 - Fixed Price Fund: 00000 Appr Year: 0000 Allottee: 00 Report Entity: 000000 Object Class: 00000 Program: 0000000 Project: 0000000 WFO: 0000000 Local Use: 0000000 Funded: \$0.00 Accounting Info: ORP-14 - Fixed Price Fund: 00000 Appr Year: 0000 Allottee: 00 Report Entity: 000000 Object Class: 00000 Program: 0000000 Project: 0000000 WFO: 0000000 Local Use: 0000000 Funded: \$0.00 Accounting Info: RL-20 - Fixed Price Fund: 00000 Appr Year: 0000 Allottee: 00 Report Entity: 000000 Object Class: 00000 Program: 0000000 Project: 0000000 WFO: 0000000 Local Use: 0000000 Funded: \$0.00 Accounting Info: EEOICPA - Fixed Price Fund: 00000 Appr Year: 0000 Allottee: 00 Report Entity: 000000 Object Class: 00000 Program: 0000000 Project: 0000000 WFO: 0000000 Local Use: 0000000 Funded: \$0.00 Accounting Info: RL-40 - Fixed Price Fund: 00000 Appr Year: 0000 Allottee: 00 Report Entity: 000000 Object Class: 00000 Program: 0000000 Project: 0000000 WFO: 0000000 Local Use: 0000000 Continued ...				

CONTINUATION SHEET

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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)
	HPMC Cost Reimbursable Fund: 00000 Appr Year: 0000 Allottee: 00 Report Entity: 000000 Object Class: 00000 Program: 0000000 Project: 0000000 WFO: 0000000 Local Use: 0000000 Funded: \$0.00 Accounting Info: HPMC Fixed Price Fund: 00000 Appr Year: 0000 Allottee: 00 Report Entity: 000000 Object Class: 00000 Program: 0000000 Project: 0000000 WFO: 0000000 Local Use: 0000000 Funded: \$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, 2014**, 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:

<u>Option No.</u>	<u>Period of Performance</u>
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.

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Occupational Medical Services at Hanford

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 231.1-1A, Chg 2, DOE O 580.1A	Per Occurrence	DOE-RL Health & Safety Office, CO, Program Office	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, DOE-RL Property Manager, 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	COR, CO	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	DOE-RL Program Office, CO	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 Performance Evaluation and Measurement Plan	Annually	Program Office, CO	Information	October 7

Routine Reporting Requirements							
	Title	Content	Clause / Driver	Frequency	Recipient	DOE Action	Due Date
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"> 1. Information on the relationship of site activities to the health and safety of site personnel, 2. Any trends and an analysis of their effects, 3. Conclusions of the medical surveillance analyses and recommendations to the DOE for improvements in protecting worker safety and health, 4. The results of any special studies directed by the DOE CO, or designee, 5. A description of the analyses, the bases for conclusions, a discussion of the urgency of the recommendations, and 6. An explanation of the benefits to the health and safety of the site workers and the DOE. <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	Program Office, CO	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	Biannual	Program Office, CO	Information	March 1, 45 days after the end of each quarter

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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> <p>(i) In accordance with the plan, conduct self-assessments to ensure continuous quality improvement and report the results to DOE.</p> <p>(ii) Report the Quality Assurance outcomes and improvement actions taken, to the DOE Program Manager as part of the SOMD's Report.</p> <p>(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.</p> <p>(iv) Ensure that, in addition to the Contractor's own performance indicators, the following DOE indicators are addressed:</p> <p>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.</p> <p>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.</p>	AAAHC Standards/Requirements; C.2.1.13 Transition Requirements ; DOE O 414.1D;	Annual	Program Office, CO	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	DOE-RL Environmental management Division (EMD), CO	Information	March 1
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	MSA, then DOE HQ, EPA and WA Dept of Ecology, CO	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	MSA, then DOE HQ, EPA and WA Dept of Ecology, CO	Information	July 1
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/Invoices	Monthly	Program Office, CO	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	Employee Concerns Program (ECP), Asst. Mgr for Safety and engineering (AMSE), CO	1) Information 2) Review	1) January 15 th , April 15 th , July 15 th , October 15 th 2) 90 days from award of contract
14.	Collective Bargaining Agreement	Copy of the Agreement	H.5 Labor Relations	End of negotiations	Procurement Division (PRO), CO	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	COR, CO; DOE-RL Contractor Industrial Relations	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	DOE's Third Party Administrator	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; DOE-RL Contractor Industrial Relations	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; DOE-RL Contractor Industrial Relations	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; DOE-RL Contractor Industrial Relations	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, 2013), then every 3 years	CO; DOE-RL Contractor Industrial Relations	Review and Approval	Within 18 months of contract award, no later than (March 31, 2013), then every 3 years

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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; DOE-RL Contractor Industrial Relations	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; DOE-RL Contractor Industrial Relations	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; DOE-RL Contractor Industrial Relations	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; DOE-RL Contractor Industrial Relations	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/Invoices Instructions 2) G.2 Submission of Vouchers/Invoices Instructions; B.17(d)	1) Monthly 2) Annually upon final determination of the award fee for the annual evaluation period by the FDO.	COR, CO	1) Review and Approval 2) Review and Approval	1) 15 th 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	Program Office, Financial Management Division (FMD), COR, CO	Information	15 th 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	Program Office, CO	Review (approval as part of the Fee Evaluation)	15 th 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	Program Office, CO	Information	October 15, April 15
29.	Report of Records Holdings	Identifies volume of active records being maintained by the Contractor	C.2.1.9 Information and Records Management	Annually	Program Office, CO	Information	N/A
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	Program Office; DOE – EMCBC RMFO; CO	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	Program Office;; CO	Review and Approve	Within 6 months of contract award
32.	Records File Plan Update	Bi-annual submittal of any revisions to the Records File Plan	36 CFR Chapter 12	Bi-annually	Program Office;; CO	Review and Approve	12 Months after contract award

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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 destruction process. This plan shall be developed and submitted for DOE approval prior to any records disposition activities.	C.2.1.9 Information and Records Management; 36 CFR, Chapter 12	Within 6 months of contract award	Program Office;; CO	Review and Approve	Within 6 months of contract award
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 243.2	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	Program Office;; CO	Review and Approve	12 Months after contract award
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	DOE Privacy Act Officer; CO	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	Program Office, CO	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 Performance Evaluation and Measurement Plan	Quarterly	Program Office, COR, CO	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	Program Manager, COR, CO	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.37. Contractor's Organization	As required	COR, CO	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.41 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 Improvements	As identified	Program Office, CO	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 representative of the host organization POC	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 th for the time period January 1 st through June 30 th ; and by January 30 th for the time period July 1 st through December 31 st
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 231.1-1A, Chg 2; DOE O 440.1	Monthly	Illness and Injury Surveillance Data Center (Currently at Oak Ridge Institute for Science and Education – ORISE)	Information	15 th 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 231.1-1A, Chg 2; DOE O 440.1	Quarterly	Illness and Injury Surveillance Data Center (Currently at Oak Ridge Institute for Science and Education – 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	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	Program Office, CO	Review	Annually on anniversary of initial plan approval

SECTION J, Attachment J-10

**Occupational Medical Services Contract
Fiscal Year (FY) 2014-October 1, 2013 through September 30, 2013
Performance Evaluation and Measurement Plan (PEMP)**

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Appendix Title

1	PEMP Fee Organization
2	Fee Allocation by Evaluation Periods
3	Fee Evaluation
4	Performance Incentives

1.0 INTRODUCTION

This award fee plan 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 and to determine the amount of fee earned. 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 provided to the contractor through 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. The FDO may unilaterally change this plan prior to the beginning of an evaluation period. The contractor will be notified of changes to the plan by the Contracting Officer, in writing, before the start of the affected evaluation period. Changes to this plan that are applicable to a current evaluation period will be incorporated by mutual consent of both parties.

2.0 ORGANIZATION

The award fee organization consists of: the Fee Determining Official (FDO); an Award Fee Board (AFB) which consists of the COR as chairperson, the contracting officer, other functional area participants, and advisor members. The FDO, AFB members, and COR are listed in Appendix 1.

3.0 RESPONSIBILITIES

- a. Fee Determining Official. 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. Award Fee Board. AFB members review COR(s) evaluation(s) of the contractor's performance, consider all information from pertinent sources, prepare 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. 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 14 evaluation period is shown in Appendix 2. 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 Appendix 4 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 exceptional performance. The PEMP may be revised unilaterally by the Government at any time during the period of performance. Notification of such 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. Immediately upon final determination of the award fee for the annual evaluation period by the Fee Determining Official (FDO), the Contractor will invoice for the fee amount due. Any unearned award fee from each evaluation period shall 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 Performance Evaluation and Measurement Plan for preceding Fiscal Year within seven 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.

4.1 The Award-Fee Board will evaluate the contractor's performance and recommend the amount of fee earned, in the following manner:

- a. Evaluate contractor performance and assign an adjectival rating (as defined in Appendix 3) to each of the six Performance Incentives by using the measurement criteria described in Appendix 4.
- b. 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 Appendix 3) ;
- c. Correlate the individual adjectival ratings of each of the performance incentives obtained in Appendix 4 with Appendix 3 to determine the recommended fee percentage earned for each of the individual performance incentives.

- d. Support through narrative description, a recommended fee-earned amount;
- e. 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 Fee Determining Official (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 60 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

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. The contractor may recommend changes to the CO no later than 60 days prior to the beginning of the new evaluation period. After approval, the CO shall notify the contractor in writing of any change(s). Unilateral changes may be made to the fee plan if the contractor is provided written notification by the CO before the start of the upcoming evaluation period. Changes affecting the current evaluation period must be by mutual agreement of both parties.

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.

4 Appendices

- Appendix 1, PEMP Organization
- Appendix 2, Fee Allocation
- Appendix 3, Fee Evaluation
- Appendix 4, Performance Incentives

APPENDIX 1, PEMP ORGANIZATION

PEMP ORGANIZATION

Members

	<i>Name</i>
Fee Determining Official: <i>Manager,</i> <i>U.S. Department of Energy, Richland Operations Office</i>	Matthew McCormick
Award Fee Review Board Chairperson:	Darius Slade
Award Fee Review Board Members:	
Program Manager	Sharee Dickinson
Contracting Officer	John Wiltshire
Contracting Staff Member	Brenda Valadez
Attorney Staff Member	Sarah Waugh
Financial Management Staff Member	Kathy Andrews-Smith
Procurement Director	Andrew Wirkkala

APPENDIX 2, FEE ALLOCATION

FEE ALLOCATION TABLE FOR EVALUATION PERIODS

Objective	Performance Incentive	Allocated Percent	Award-Fee Available to be Earned
1.0: Worker Health and Well-Being	1.1: Provide quality clinical services		
	1.1.a: <u>Federal Occupational Health Assessment(s)</u> : An independent annual surveillance assessment that supplements the contractor's required accreditation as a healthcare organization. This assessment provides additional quality assurance and includes both administrative and clinical assessments of the contractor's delivery of occupational medical services at the Hanford site.	20%	\$62,000
	1.1.b: <u>Contractor response to worker concerns</u> : Measurement of contractor response/mitigation of issues, concerns or complaints from the Hanford workforce after DOE RL/ORP notifies the contractor's Senior Management of the issue, concern, or complaint.	20%	\$62,000
2.0: Customer Satisfaction	2.1: Obtain high customer satisfaction ratings		
	2.1.a: <u>Patient Satisfaction Survey</u> : Patient/worker survey rating of the level of satisfaction/quality of care received from the contractor.	15%	\$46,500
	2.1.b: <u>RL/ORP-Site Contractor Survey</u> : DOE RL/ORP and Prime contractor survey rating of the quality of service received from the contractor.	15%	\$46,500
3.0: Operational Effectiveness	3.1: Implement process improvements		
	3.1.a: <u>Beryllium Program support</u> : Assessment of the level and quality of service in support of the Hanford Beryllium program and associated Correction Action Plan activities.	15%	\$46,500
	3.1.b: <u>Stakeholder Communications</u> : Assessment of how effectively the contractor communicates with internal and external stakeholders (Beryllium Awareness Group, Hanford Advisory Board, Prime Site Contractors, and DOE RL/ORP).	15%	\$46,500
Total		100%	\$310,000

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.

An adjectival rating below Good for total performance is a matter of concern to DOE-RL. Although this rating represents satisfactory performance, it indicates significant room exists for improvement in quality of services delivered. This concern is particularly true in the delivery of occupational medical services area where inadequate levels of performance could cause immediate and detrimental impact upon health and safety.

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.

APPENDIX 3, FEE EVALUATION

FEE EVALUATION

Because the services to be provided under this contract directly support the mission 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 Appendix 2, Fee Allocation Table: Worker Health and Well-Being, Customer Satisfaction, and Operational Effectiveness. In addition to the Performance Incentives listed in Appendix 4, the contractor’s ability to control costs (i.e. cost reductions realized through program efficiencies, labor costs) will be evaluated in determining the amount of fee earned.

Overall Performance Incentive Ratings and Definitions

Award-Fee Adjectival Rating	Award-Fee Pool Available to Be Earned	Description
Excellent	91%--100%	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 and effective work in a safe manner within schedule requirements. No re-work.
Very Good	76%--90%	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 and effective work in a safe manner within schedule requirements. Problems are usually self-identified and resolution is self-initiated. Some limited, low-impact rework within normal expectations.
Good	51%--75%	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 criteria in the award-fee plan for the award-fee evaluation period. Contractor is able to solve basic problems with adequate emphasis on performing quality and effective work in a safe manner within 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 limited, low-impact rework within normal expectations.

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Award-Fee Adjectival Rating	Award-Fee Pool Available to Be Earned	Description
Satisfactory	No Greater Than 50% No Award Fee Available	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 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. Some re-work required that unfavorably impacted performance and/or schedule.
Unsatisfactory	0% No Award Fee Available	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 and effective work in a safe manner within 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 performance and/or schedule.

APPENDIX 4, Performance Incentives

Performance Incentives

Fee determination and payment will be made in accordance with Section B clause entitled Award Fee for CLINS 001, 004, 007, 010 and 013. 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.

PEMP Item	Title	Contract Reference	Good	Very Good	Excellent	Surveillance Method
OBJECTIVE 1.0: Worker Health and Well-Being						
1.1	Provide quality clinical services.	C.2.1				
	1.1.a. (20%) Federal Occupational Health (FOH) Assessment(s)	C.2.1	The contractor performed to contract requirements, received an overall rating of "Good" in the occupational medicine program assessment, and adequately addressed 70-79% of the highest priority themes ¹ .	The contractor performed to contract requirements, received an overall rating of "Very Good" in the occupational medicine program assessment and adequately addressed 80-89% of the highest priority themes ¹ .	The contractor performed to contract requirements, received an overall rating of "Excellent" in the occupational medicine program assessment and adequately addressed 90-100% of highest priority themes ¹ .	FOH conducts a pre-planned and DOE-approved occupational medicine program assessment ² . The assessment plan will identify assessment objectives, focus areas, lines of inquiry, and applicable industry performance standards. The FOH assessment will result in a report submitted to DOE for review in determining contractor rating of this objective.
	1.1.b (20%) Contractor response to worker concerns	C.2.1	DOE determines that the contractor has responded to 70-79% of Worker initiated issues within one week and resolved within 30 days to DOE's satisfaction.	DOE determines that the contractor has responded to 80-94% of Worker initiated issues within one week and resolved within 30 days to DOE's satisfaction.	DOE determines that the contractor has responded to 95-100% of Worker initiated issues within one week and resolved within 30 days to DOE's satisfaction.	Worker Questionnaires and Issue Tracking Reporting. Definition: The start time for counting days to resolve "Worker Initiated Issues" is when RL contacts the contractor's Senior Management via email or letter. RL identifies issues in weekly report and tracks progress and closure.

¹Examples of themes include accreditation readiness, beryllium service, building safety, chart reviews, patient record keeping, communication, epidemiology data and studies, medications, peer review, quality improvement program/risk management, self-assessment QA/QC program, staffing, vapor emissions (e.g. Tank Farms), and work site visits. Additional themes, if established, will be communicated to the contractor 30 calendar days in advance (or another time period in advance by mutual agreement).

²FOH assessments are based upon comparisons of the contractor's medical programs to general industry standards as well as local, state, and federal regulations and guidelines including:

<ul style="list-style-type: none"> 10 CFR 850 and 851; 	<ul style="list-style-type: none"> Federal Occupational Health's (FOH's) guidelines used for reviewing FOH's approximately 300 health centers across the United States as well as other Federal agency Occupational Health programs;
<ul style="list-style-type: none"> Accreditation Association for Ambulatory Health Care, Inc. (AAHC); 	<ul style="list-style-type: none"> Joint Commission on Accreditation of Healthcare Organization (JCAHO);
<ul style="list-style-type: none"> American College of Occupational and Environmental Medicine (ACOEM); 	<ul style="list-style-type: none"> National Institute for Occupational Safety and Health (NIOSH);
<ul style="list-style-type: none"> American Thoracic Society. Standardization of Spirometry. American Review of Respiratory Diseases; 1979 119: 831-838; 	<ul style="list-style-type: none"> Miller, Hankinson, et. al., "Standardization of Spirometry" and associated articles within this series; European Respiratory Journal, 2005 26: 153-161, 319-338, 511-522, 948-968;
<ul style="list-style-type: none"> Centers for Disease Control and Prevention (CDC); 	<ul style="list-style-type: none"> Occupational Safety and Health Administration (OSHA), including federal and state regulations;

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PEMP Item	Title	Contract Reference	Good	Very Good	Excellent	Surveillance Method
OBJECTIVE 2.0: Customer Satisfaction						
2.1	Obtain high customer satisfaction ratings.	C.2.1				
	2.1.a. Patient Satisfaction Survey	C.2.1	Contractor receives a rating of "Good" or "Very Good" from 90-92% of the respondents on the RL approved patient satisfactory surveys.	Contractor receives a rating of "Good" or "Very Good" from 93-94% of the respondents on the RL approved patient satisfactory surveys.	Contractor receives a rating of "Good" or "Very Good" from 95-100% of the respondents on the RL approved patient satisfactory surveys.	DOE will review the contractor's customer satisfaction reports. The contractor will submit a Quarterly and Annual Self-Assessment Report that includes the results of patient satisfaction surveys to DOE. DOE will review the reports to determine contractor rating of this objective. The RL approved survey will be based on a scale of Very Good/Good/Fair/Poor/Very Poor.
	2.1.b. RL/ORP-Site Contractor Survey	C.1.2.3	Contractor receives a rating of "Good" or "Very Good" from 80-85% of the respondents on the RL approved site contractor satisfactory surveys.	Contractor receives a rating of "Good" or "Very Good" from 86-90% of the respondents on the RL approved site contractor satisfactory surveys.	Contractor receives a rating of "Good" or "Very Good" from 91-100% of the respondents on the RL approved site contractor satisfactory surveys.	DOE will review the contractor's customer satisfaction reports. The contractor will submit an Annual Self-Assessment Report that includes the results of site contractor surveys to DOE. DOE will review the reports to determine contractor rating of this objective. The RL approved survey will be based on a scale of Very Good/Good/Fair/Poor/Very Poor.

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PEMP item	Title	Contract Reference	Good	Very Good	Excellent	Surveillance Method
OBJECTIVE 3.0: Operational Effectiveness						
3.1	Implement process improvements.	C.2.1				
	3.1.a. (15%) Beryllium Program support	C.2.1.5	<p>The contractor has a beryllium operations peer review and self-assessment program to improve the Beryllium Program delivery to the Hanford Site is in place.</p> <p>The contractor actively participates in the Site-Wide CBDPP Implementation & Maintenance Committee, Be CAP Team and meets 80-89% of CBDDP supplemental Corrective Action Plan (CAP) ready for implementation milestones where the contractor is the Lead.</p> <p>The contractor receives no findings and only opportunities for improvement (OFI) as related to outside review (FOH) of the contractor's Beryllium medical surveillance program.</p>	<p>The contractor has a beryllium operations peer review and self-assessment program to improve the Beryllium Program delivery to the Hanford Site is in place.</p> <p>The contractor actively participates in the Site-Wide CBDPP Implementation & Maintenance Committee, Be CAP Team and meets 90-95% of CBDDP supplemental Corrective Action Plan (CAP) ready for implementation milestones where the contractor is the Lead.</p> <p>The contractor receives no findings and the opportunities for improvement (OFI) have already been internally identified and being implemented as related to outside review (FOH) of the contractor.</p>	<p>The contractor has a beryllium operations peer review and self-assessment program to improve the Beryllium Program delivery to the Hanford Site is in place.</p> <p>The contractor actively participates in the Site-Wide CBDPP Implementation & Maintenance Committee, Be CAP Team and meets 96-100% of CBDDP supplemental Corrective Action Plan (CAP) ready for implementation milestone dates where the contractor is the Lead.</p> <p>The contractor receives no findings or OFI related to outside review (FOH) of the Beryllium medical surveillance program.</p>	DOE will conduct periodic assessments. The contractor-submit the Annual Self-Assessment Report that includes their work related to the Beryllium Program to DOE. DOE will review the report to determine contractor rating of this objective.
	3.1.b. (15%) Stakeholder Communications	C.1.2.3	<p>The contractor develops Annual Communication Plan for continuous improvement in communications with stakeholders, including but not limited to, addressing the identified opportunities for improvement.</p>	<p>The contractor develops Annual Communication Plan for continuous improvement in communications with stakeholders, including but not limited to, addressing the identified opportunities for improvement.</p> <p>Annual Communication Plan activities are implemented.</p>	<p>The contractor develops Annual Communication Plan for continuous improvement in communications with stakeholders, including but not limited to, addressing the identified opportunities for improvement.</p> <p>Annual Communication Plan activities are implemented.</p> <p>Stakeholder feedback of implementation of Annual Communication Plan reported and next steps communicated to DOE.</p>	DOE will conduct periodic assessments, seek stakeholder feedback, review the Annual Communication Plan and verify implementation of Annual Communication Plan activities. The contractor will submit the Annual Self-Assessment Report that includes their work related to the Stakeholder Communications to DOE. DOE will review the report to determine contractor rating of this objective.