

**AWARD FEE PLAN
Fiscal Year 2015 and 2016**

for

Wastren-EnergX Mission Support, LLC

**Facility Support Services
Contract Number DE-C10000004**

**Period of Performance October 1, 2014 through January 25, 2016
Revision 1
(Contract Extension Period July 26, 2015 through January 25, 2016)**

CONCUR:


Joel B. Bradburne, Portsmouth Site Lead
Portsmouth/Paducah Project Office

07.15.15

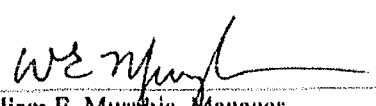
Date


Vincent Adams, Portsmouth Site Director, Federal Project Director
Portsmouth/Paducah Project Office

7/15/15

Date

APPROVED:


William E. Murrice, Manager
Portsmouth/Paducah Project Office

7/15/15
Date

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1. INTRODUCTION

- a. **Purpose:** The purpose of this award fee plan is to define the methodology and responsibilities associated with determining the fee to be awarded to Wastren-EnergX Mission Support, LLC (WEMS) (hereafter referred to as the contractor). The plan outlines the organization, procedures, and evaluation periods for implementing the award fee provisions of the contract. The objective of the award fee is to motivate the contractor to substantially exceed expectations and to emphasize key areas of performance and concern without jeopardizing minimum acceptable performance in all other areas.
- b. **Award fee period:** The Award Fee Plan covers the performance period from October 1, 2014 through January 25, 2016, separated into two evaluation periods documented herein. The amount of available award fee shall be adjusted proportionally downward in the event that the entire period of performance is not required. The available award fee pool amount shall be calculated based on a pro-rated basis and adjusted based on the actual number of workdays completed by the contractor. The plan includes an extension to the period of performance up to January 25, 2016.
- c. **Contract Attributes:** Contract Number DE-CI0000004, Facility Support Services awarded to WEMS in 2009 is a performance based Cost-Plus Award Fee (CPAF) contract. The contract has a period of performance from March 16, 2010 to July 25, 2015 with an extension awarded (Modification 107) for performance up to and through January 25, 2016.

2. DEFINITION OF TERMS

- a. **Award Fee Amount:** The Award Fee Amount is the amount of award fee earned during a particular evaluation period, and must be commensurate with the contractor's overall cost, schedule, and technical performance as measured against contract requirements in accordance with the criteria stated in the Award Fee Plan (FAR 16.401(e)(2)).
- b. **Award Fee Pool Amount:** For the contract, the amount of available award fee that can be allocated across all of the contract's evaluation periods; for an evaluation period, it is the amount of the contract's available award fee that is allocated to the period.
- c. **Contracting Officer (CO):** The individual authorized to commit and obligate the government through the life of the contract. The CO is an advisor to the Performance Evaluation Board (PEB).
- d. **Cost Plus Award Fee Contract:** A cost plus award fee contract is a cost-reimbursement contract that provides for a fee consisting of a base amount (base fee) fixed at inception of the contract and an award amount, based upon a subjective evaluation by the Government, sufficient to provide motivation for excellence in contract performance (FAR 16.305).
- e. **Evaluation Period(s):** Stated intervals during the contract period of performance so that the contractor will be periodically informed of the quality of its performance and the areas in which improvement is expected (e.g. six month intervals).

f. **Fee Determining Official (FDO):** The designated Agency Official who reviews the recommendations of the Performance Evaluation Board (PEB) in determining the amount of award fee to be earned by the contractor for the evaluation period (FAR 16.001). The FDO is the Manager of the Portsmouth/Paducah Project Office. This authority has been delegated by the Office of Environmental Management Head of Contracting Activity.

g. **Performance Evaluation Board (PEB):** The group of individuals identified herein who have been designated to assist the FDO in making award fee determinations (FAR 16.001). Members of and advisors to the PEB are indicated in Exhibit 1.

h. **Performance Evaluation Board Chair:** The PEB chairperson is the U.S. Department of Energy (DOE) Portsmouth Site Director. The Site Director is the senior executive responsible for all DOE activities at the Portsmouth site.

i. **Project Team Evaluator (PTE):** The individual(s) assigned to monitor and evaluate the contractor's performance on a continuing basis. The PTE's evaluation is the primary point of reference in determining the recommended award fee, especially the technical support area of performance. The PTEs are responsible for providing their input in areas of their experience with the contractor, as requested, to the Portsmouth Site Lead (hereafter called Technical Lead). The PTEs are advisors to the PEB through the Technical Lead.

j. **Technical Lead:** The individual who is most directly responsible for the satisfactory performance of the Facility Support Services contract oversight. The Technical Lead receives the evaluation reports from the PTEs, manages the award fee evaluation process, coordinates the development of the Award Fee Plan and subsequent revisions, and also serves as the recorder. This individual will be responsible for ensuring the PEB is properly convened, which includes meeting place, time, advising all PEB members, preparing the agenda, and taking minutes. The Technical Lead is an advisor to the PEB and as such, is the primary recipient of advisory reports.

3. **ORGANIZATIONAL STRUCTURE**

a. The organizational structure of the award fee process is established to ensure a fair and full evaluation of the contractor's performance. Independent assessments, first performed at the site level by and through the PTEs, are reviewed at each stage and presented through the Technical Lead and PEB to the FDO. The FDO then performs an independent assessment at an executive-level.

The Manager, Portsmouth/Paducah Project Office, serves as the FDO and has established the PEB. The PEB assists the FDO in the award fee determination by recommending an award fee for the contractor's performance and documenting the analysis and recommendation in the Performance Evaluation Report (PER). If a PEB member is absent, the FDO will approve an alternate with similar qualifications. Technical and functional experts, as required, may serve in an advisory capacity to the PEB. See Exhibit 1 for PEB members and potential advisors. See Exhibit 5 for the flowchart of the Award Fee Process.

b. A copy of the Award Fee Plan shall be provided to the contractor 30 days before the start of the first evaluation period. Changes that do not impact the award fee criteria or process, such as editorial or personnel changes may be made and implemented without being provided to the contractor 30 days before the start of the evaluation period.

4. **RESPONSIBILITIES**

a. **Project Team Evaluators (PTEs)**

The PTE(s) continually monitor and evaluate the contractor's performance. The PTE(s) work closely with the CO and Technical Lead in performing surveillance duties.

b. **Technical Lead**

The Technical Lead serves as advisor to and coordinator for the PEB. The Technical Lead will document the adjective ratings for each Subjective Category of Performance and PBI recommendations and will provide a site summary assessment to the PEB. The Technical Lead will be thoroughly familiar with current award fee policy, guidance, regulations, and correspondence pertinent to the award fee process. The Technical Lead coordinates required evaluation actions such as receiving PTE evaluation inputs, compiling and tabulating the PTE ratings (weighted results) and providing the Technical Lead summary assessment for presentation to the PEB, as well as the draft Performance Evaluation Report (PER). The Technical Lead performs other administrative actions required by the PTE(s), the PEB, and the FDO such as receiving, processing, and distributing performance evaluation inputs, scheduling and assisting with internal milestones, i.e., PEB briefings, and other actions as required for the smooth operation of the award fee process. The Technical Lead is also responsible for ensuring the contractor is provided the opportunity to present (written, oral, or both) the contractor position to the PEB.

c. **Performance Evaluation Board (PEB)**

The PEB members will review the summary assessment and recommended adjectival ratings and PBI evaluations, consider information from the contractor and other pertinent sources and develop a fee recommendation with supporting PER. The PEB chairperson will review the PEB input and finalize the PER for forwarding with the fee recommendation to the FDO.

d. **Fee Determining Official (FDO)**

The FDO will review the PEB's recommendations, consider all appropriate data, and notify the CO in writing of the final fee determination after receiving Head of Contracting Activity (HCA) coordination. The CO will prepare a letter for FDO signature notifying the contractor of the award fee amount. The CO will modify the contract to reflect the earned award fee for the performance evaluation period.

e. **Advisors to Performance Evaluation Board (PEB)**

Advisors consist of the Technical Lead, the Contracting Officer, and analyst Contracts Attorney. The advisors shall assist as requested and shall review the process to ensure the contract, the Award Fee Plan and other requirements are being followed.

5. AWARD FEE TERMS

a. The total award fee available is documented below. The total award fee pool amount available is subject to adjustments through modification of the contract. The amount of available award fee shall be adjusted downward in the event that the entire period of performance is not required. The available award fee pool amount shall be calculated based on a pro-rated basis, and adjusted based on the actual number of workdays completed by the contractor. Currently, the WEMS contract has a period of performance from March 16, 2010 to July 25, 2015 with an extension awarded to January 25, 2016. The award fee pool amounts are summarized in the table below in Evaluation Periods 6 and 7 for FY15 and FY16, respectively.

b. The following are the amounts available for each annual evaluation period:

	Evaluation Period	Fee Available	Fee Awarded	Unearned Fee
1	03/16/10 – 09/30/10	\$259,040.70	\$189,099.71	\$69,940.99
2	10/01/10 – 09/30/11	\$525,199.32	\$372,891.51	\$152,307.81
3	10/01/11 – 09/30/12	\$1,479,651.95	\$1,339,065.46	\$140,586.49
4	10/01/12 – 09/30/13	\$1,499,252.66	\$1,319,342.00	\$179,910.66
5	10/01/13 – 09/30/14	\$1,556,034.77	\$1,447,113.00	\$108,921.77
6	10/01/14 – 09/30/15	\$1,678,255.61	TBD	TBD
7	10/01/15 – 01/25/16 *	\$183,947.99	TBD	TBD
	Total	\$7,181,383.00	\$4,667,511.68	\$651,667.72

* Anticipated extension up to this date.

c. The fee available in each evaluation period is the maximum amount that may be earned during that particular period **unless the amount is changed by contract modification**. Should the anticipated scope per fiscal year increase or decrease by an estimated 10% or greater from the scope as priced in the contract for that year, the contractor and government will enter into good faith negotiations to adjust the fee pool for that year and subsequent years as appropriate. Any unearned fee will be forfeited and WILL NOT carry over or transfer to another evaluation period. In accordance with the Contract Clause B.2(d), a “provisional payment of a proportional quarterly amount up to 75% of the available award fee for the period may be permitted.”

d. In accordance with the Contract Clause B.2 Estimated Cost, Base, and Award Fee, if significant changes to the work scope occur, the contractor and CO will enter into good faith negotiations to revise the fee pool.

e. The government may unilaterally revise the criteria and/or the amount of fee available prior to the start of the evaluation period. The CO will notify the contractor in writing of such changes before the next evaluation period begins and the award fee plan will be modified accordingly. After the evaluation period begins, changes to the plan may only be made by mutual agreement of the parties. While the Government may unilaterally change the criteria and/or the award fee amounts prior to the start of each award fee period, neither the criteria nor the amount of award fee available within the period may be unilaterally changed once established at the beginning of the contract.

f. If the final cost of performance is greater than 10% over the estimated cost for the contract scope (the estimated cost for the period of performance for October 1, 2014 through September 30, 2015 is \$28,817,065 and for October 1, 2015 through January 25, 2016 is \$8,601,059), as defined by the Contract Performance Baseline report dated June 25, 2015, as modified through contract modification 107, **and as updated by all subsequent contract modifications through the end of FY 16**, the Cost Control Table below will be applied to the fee identified by FY in the table found above in 5.b.

Fee reduced for cost control, shall not be available in this or any other award fee period. The estimated costs defined in this Award Fee Plan for remaining contract scope will be amended by DOE to incorporate contract modifications and corresponding changes to the contract performance baseline as required.

Cost Overrun (%)	Available Fee Reduction (%)
0-10.00%	0%
10.01-11%	1%
11.01-12%	2%
12.01-13%	3%
13.01-14%	4%
14.01-15%	5%
15.01-16%	7%
16.01-17%	9%
17.01-18%	11%
18.01-19%	13%
19.01-20%	15%
> 20%	15%

6. AWARD FEE PROCESS (See Exhibit 5, Award Fee Process Flowchart)

a. Contractor Actions

The contractor shall present a self-assessment briefing to the PTE and PEB summarizing performance for the period within 15 days of the end of the semi-annual and annual performance periods. This performance summary will include self-certified documentation of all performance. The contractor will present objective evidence of performance (see 4.a), and

customer service ratings from supported contractors. In accordance with Contract Clause H.12, while it is recognized that the basis for determination of the fee shall be the subjective evaluation by the Government, the contractor self-evaluation may be considered by the FDO as appropriate.

b. **PTE Actions**

(1) PTE(s) will continually monitor and evaluate the contractor's performance using Exhibit 3, Rating Criteria as a guide. Monitoring and evaluating performance will include but not be limited to the routine interface and oversight of the contractor and the review of the provided services and work products submitted to DOE by the contractor. PTE(s) will also evaluate the contractor's semi-annual self-assessment.

(2) The PTE will document strengths and weaknesses for each Category of Performance (CP) item on a semi-annual and annual basis. The PTE will use the appropriate CP rating criteria in Exhibit 3 to document performance related to the CP item. The PTE will notify the technical lead of any interim weaknesses who may then communicate the issue with the contractor. The contractor shall comply to correct or provide an acceptable resolution to the weaknesses as required. Time sensitive requirements cannot be re-performed for further award fee evaluation. The PTE will maintain all documentation for the official contract file. The PTE will use the documentation to ensure the contractor has established adequate procedures to prevent recurrence of weaknesses.

(3) Within 30 days of the end of the final rating period, the PTE will submit to the Technical Lead a suggested numerical score, using Exhibit 3 as a guide, for all Category of Performance items along with their notes on the strengths and weaknesses of the contractor's performance. Similarly, within 30 days of the end of the semi-annual period, the PTE will submit to the Technical Lead strengths and weaknesses, using Exhibit 3 as a guide.

c. **Technical Lead's Actions**

(1) Within thirty (30) days after the end of the period, the Technical Lead will finalize collection of PTE documentation and recommend an adjective rating (for the final, annual rating period only) for each of the CP items based on his/her personal observations of performance and the numerical scoring reported by the PTE. Besides reporting the PTE's notes on the strengths and weaknesses of the contractor, the Technical Lead will annotate his/her rationale for recommending a particular adjective rating. The Technical Lead is responsible for providing feedback to the contractor on a semi-annual basis to document and discuss strengths and weaknesses.

(2) The Technical Lead will use Exhibit 4, Rating Summary Table, to summarize the PTE's numerical scoring for the rating period and the Technical Lead's recommendations. Also, written notes of the Technical Lead's rationale for recommending a particular adjective rating will be indicated on the table.

(3) The Technical Lead will use Exhibit 4, Rating Summary Table, to compute the annual adjective rating for the award fee.

(4) The Technical Lead will submit a completed Exhibit 4, Rating Summary Table, for presentation to the PEB.

(5) The Technical Lead notifies PEB members and any advisors of the date and time of PEB meeting in accordance with the schedule established by the PEB chairperson. Additionally, the Technical Lead notifies the contractor of the date and time of PEB meeting and advises the contractor of when and how (written, oral, or both) he/she will address the PEB as determined by the PEB chairperson. The presentation must be provided in advance and should be in the form of a self-assessment measured against each award fee criteria section. The presentation should be limited to approximately one hour. Before the PEB meeting, the Technical Lead will provide the PEB members with a page-numbered binder to include, at a minimum, the input for the fiscal year (or evaluation period) from the PTE members, the forms required to be filled out during the evaluation meeting, and the contractor's award fee self-assessment and presentation.

(6) The Technical Lead prepares functional area evaluation reports in a briefing format as determined by the PEB chairperson. The area report briefing should include a mix of specific and global evaluation comments so the PEB can get a holistic assessment of the contractor's performance.

d. **PEB Actions**

(1) The Site Director, Portsmouth will chair the PEB. The Site Director will form the PEB and receive FDO concurrence on the membership. The PEB chairperson will establish dates, times, and places for the PEB meeting and notify the Technical Lead for appropriate notification to members, advisors, and the contractor. The FDO will be invited to attend the PEB meeting. The chairperson will schedule the PEB meeting to ensure the PEB's recommended fee is presented to the FDO within 60 days following the close of the evaluation period.

(2) PEB members will consider all information from the following sources in determining its award fee recommendation to the FDO:

- (a) Evaluations submitted by the PTE's and Technical Lead. Chairperson may require oral briefings by the functional area personnel.
- (b) Information submitted by other sources as considered appropriate by the PEB.
- (c) Contractor's written or oral presentations (or both as determined by chairperson) and the contractor self-assessment (semi-annual and annual) of performance for that period.

(3) Using Exhibit 4, Rating Summary Table, each member will select an adjective rating from Exhibit 2, Award Fee Rating Table, and provide their rationale in the notes section of Exhibit 4 for their recommendation.

(4) The chairperson will collect PEB members' Adjective Rating Table, Exhibit 4, and review them. If any PEB member's adjective rating is "unsatisfactory" and this rating is lower than a PTE(s) scoring for that same area, appropriate discussions with that member(s) should be conducted to determine the member's rationale. Lowering the rating requires specific reasons

because the contractor will be aware of all weaknesses from the PTE's semi-annual documentation of strengths and weaknesses. After the chairperson reviews the PEB's recommended rating results, the chairperson will pass the individual member's rating sheets to the Technical Lead.

(5) The Technical Lead summarizes individual PEB member's adjective ratings, finalizes the PER and drafts the one-page scorecard.

(6) The chairperson will prepare or will have the Technical Lead prepare a cover letter to transmit Exhibit 4, the PER and the one-page scorecard, to the FDO.

e. **FDO's Actions**

(1) The FDO determines the final fee based upon all the information furnished and assigns a final percent of award fee earned for the evaluation period using the Exhibit 2, Award Fee Conversion Chart.

(2) The FDO will notify the CO in writing, by electronic correspondence, or in briefing with CO and PEB chair of his/her final determination of award fee.

f. **CO's Actions**

(1) The CO will prepare a letter for the FDO's signature and following HCA guidance will notify the contractor of the amount of award fee earned for the evaluation period. Additionally, the letter will identify any specific areas of strengths and weaknesses in the contractor's performance. The CO will follow HCA Directive 2.6, dated June 11, 2012 for obtaining concurrences and the posting of the fee determination.

(2) The CO will unilaterally modify the contract to reflect the FDO's final determination of award fee, if needed. The modification will reflect award fee and will be issued to the contractor within 14 days after the CO receives the FDO's decision and HCA concurrence.

(3) The CO will post the modification (if applicable), the one-page scorecard and FDO award fee determination letter with the performance evaluation report within 30 days after HCA concurrence.

7. TERMINATION FOR CONVENIENCE

In the event that the contract is terminated for the convenience of the government, the remaining award fee payable for the current period will be a matter of settlement in accordance with the termination clause of the contract (Clause I. 86). The remaining fee for all periods after the termination shall not be considered earned and therefore shall not be paid.

8. TERMINATION FOR DEFAULT

In the event that the contract is terminated for default, the remaining award fee payable for the current period shall be negotiated in accordance with Contract Section I, Paragraph I.86, 52.249-6 Termination (Cost Reimbursement) (May 2004). The remaining fee for all periods after the termination shall not be considered earned and therefore shall not be paid.

9. FEE PLAN CHANGE PROCEDURE

All significant changes are approved by the FDO; the PEB 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 fee dollars. The CO will provide a notice of changes to the contractor, 30 days prior to making changes. Changes that do not impact the award fee criteria or process, such as editorial clarifications, personnel changes or other insignificant changes may be made and implemented within the period without providing the 30 day advance notice to the contractor. 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 or as provided in B.5, Base and Award Fee of the contract. Contract modifications effecting estimated cost and available fee, may require a change to the Award Fee Plan. Such changes shall be incorporated in accordance with clause B.5 and DOE Acquisition Guide, Chapter 16.2 (July 2012) and may be incorporated by attaching an approved amendment to the Award Fee Plan.

EXHIBIT 1 - PERFORMANCE EVALUATION BOARD MEMBERS AND ADVISORS

Fee Determining Official:

Manager, PPPO Lexington

William E. Murphie

Following are PEB members and advisors:

Portsmouth Site Director (Chairperson) ¹
Deputy Manager, PPPO Lexington
Lead Procurement Official, PPPO Lexington

Vince Adams
Robert E. Edwards, III
Robert Swett

- * Contracting Officer
- * Attorney Advisor
- * Site Technical Lead

Marcella Wolfe
Jason Sherman
Joel Bradburne

Project Team Evaluators

* Johnny Reising – Federal Project Director
M. Judson Lilly – Federal Project Director
Cid Voth – General Engineer
Kristi Wiehle – Environmental Protection Specialist
Amy Lawson – Physical Scientist
Matt Vick – Engineer/Scientist
Dick Mayer – Safety Systems Oversight
Greg Simonton – Program Analyst
Gary Bumgardner – Program Analyst
Tom Hines – Nuclear Safety Oversight Lead
Mark Allen – Security Specialist Lead
James Woods – Information Tech Security
Russell McCallister – Quality Assurance
Tony Takacs – Facility Representative

*Advisors to PEB – Non-Voting Participants

¹ The PEB Chairperson may add, remove, or replace PTEs throughout the contract period of performance, as appropriate.

EXHIBIT 2 - AWARD FEE RATING TABLE

ADJECTIVE RATING	PERCENTAGE OF AWARD FEE EARNED	DEFINITION
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 contract and the award fee plan for the award fee evaluation period.
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 contract and the award fee plan for the award fee evaluation period.
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 contract and the award fee plan for the award fee evaluation period.
SATISFACTORY	No greater than 50%	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 contract and the award fee plan for the award fee evaluation period.
UNSATISFACTORY	0% *	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 contract and the award-fee plan for the award-fee evaluation period. *

* For those elements receiving a score of 50% or below, no fee will be earned. Any unearned fee will be forfeited and not available in subsequent evaluation periods.

EXHIBIT 2 - AWARD FEE CONVERSION CHART

ADJECTIVE RATING	EVALUATION POINTS (OVERALL WEIGHTED RESULT)	PERCENTAGE OF AWARD FEE EARNED
EXCELLENT	23 - 25	91 - 100%
VERY GOOD	20 - 22	76 - 90%
GOOD	12 - 19	51 - 75%
SATISFACTORY	6 - 11	No Greater than 50%
UNSATISFACTORY	0 - 5	0%

CATEGORY OF PERFORMANCE (CP)	Weightings
1. Quality and Effectiveness of the Mission Support Services C.2.5 Computer Services C.2.7 Training C.2.10.2 Records Management C.2.10.3 Fleet Management C.2.10.4 Property C.2.10.6 Shipping and Receiving	35%
2. Quality and Effectiveness of Maintenance Services C.2.2 Grounds Maintenance C.2.3 Roads Maintenance C.2.4 Janitorial C.2.9 Facility Maintenance	30%
3. Quality and Effectiveness of the Security Programs C.2.5.2 Cyber Security C.2.6 Security	30%
4. Quality and Timeliness of Deliverables Emphasis on invoicing, response to special requests, and data calls	5%

Project Management; Environmental, Safety, and Health; and Quality programs will be evaluated and assessed as components of the individual categories of performance 1 - 4 as shown in the table above.

Exhibit 2 - Award Fee Calculation Methodology:

1. PTE assigns rating (0 - 25) for each Category of Performance (CP).
2. Multiply weighting percentage to each CP to arrive at weighted result.
3. Add weighted results together to arrive at overall weighted result.
4. Determine adjective rating and Potential Percentage of Award Fee Earned using Exhibit 2 Award Fee Conversion Chart.
5. Determine Fee Available for Award using Exhibit 2 available fee reduction table.
6. FDO performs determination of Percentage of Award Fee Earned.
7. Determine Fee Awarded using FDO determination of Percentage of Fee Earned and Fee Available for Award.

Example:

Fee Available for Rating Period: \$1,000,000

Cost Performance: 3% overrun

PTE Ratings: Quality and Effectiveness of Mission Support Services – 24
Quality and Effectiveness of Maintenance Services – 23
Quality and Effectiveness of Security Programs – 22
Quality and Timeliness of Deliverables – 23

Weighted Result: $(24 \times 35\%) + (23 \times 30\%) + (22 \times 30\%) + (23 \times 5\%) = 23.05$

Overall Weighted Result: 23.05; round down to 23.

Adjective rating (Award Fee Conversion Chart): EXCELLENT.

Potential Percentage of Award Fee Earned (as determined by the FDO): 91% to 100%.

Fee Available for Award = $(1 - 3\%) \times \$1,000,000 = \$970,000$

FDO determination of Percentage of Award Fee Earned: 92%

Fee awarded = $\$970,000 \times 92\% = \$892,400$

FDO Decision

The earned award-fee amount indicated by the use of a conversion table or graph is a guide to the FDO. Use of the Award Fee Conversion Chart does not remove the element of judgment from the award-fee process.

EXHIBIT 3 – METRICS RATING CRITERIA					
10/01/14 – 09/30/15 – PERIOD 6					
QUALITY AND EFFECTIVENESS OF MISSION SUPPORT SERVICES (35%)					
CATEGORY OF PERFORMANCE (EVALUATION WEIGHTING)	RATING (Circle Appropriate Box)				
Including Project Management; Environmental, Safety, and Health; and Quality programs					
EVALUATION POINTS:	0 - 5	6 - 11	12 - 19	20 - 22	23 - 25
EVALUATION CRITERIA:					
<u>C.2.5 Computer Services</u>	Metrics used for evaluation				
A. Network Service reliability as measured by unplanned outages per year	> 28	24 - 28	16 - 23	8 - 15	0 - 7
B. Management of Local Area Network (LAN) Account as measured by creation or deletion of accounts within 24 hours of notification	< 80%	80% - 86%	87% - 95%	96% - 99%	100%
C. Computer moves completed on scheduled date	< 80%	80% - 86%	87% - 95%	96% - 99%	100%
<u>C.2.7 Training</u>	Metrics used for evaluation				
A. Customer Feedback implementation as measured by percentage of student feedback implemented into training program or address back to customer as to why feedback not implemented	< 80%	80% - 86%	87% - 95%	96% - 99%	100%
<u>C.2.10.2 Records Management</u>	Metrics used for evaluation				
A. Final disposition of DOE records. Note 1 box = 1 cubic foot of records	< 649 boxes	650-749 boxes	750-849 boxes	850-999 boxes	1,000 or more boxes
<u>C.2.10.3 Fleet Management</u>	Metrics used for evaluation				
A. WEMS GSA Fleet vehicles serviced as measured by the cumulative average days service is completed past the scheduled service date as provided by the GSA schedule	> 25 days	25 - 18 days	17 - 11 days	11 - 4 days	< 4 days

EXHIBIT 3 - METRICS RATING CRITERIA

10/01/14 - 09/30/15 - PERIOD 6

QUALITY AND EFFECTIVENESS OF MISSION SUPPORT SERVICES (35%)**CATEGORY OF PERFORMANCE
(EVALUATION WEIGHTING)****RATING (Circle Appropriate Box)**

Including Project Management; Environmental, Safety, and Health; and Quality programs

EVALUATION POINTS:

0 - 5

6 - 11

12 - 19

20 - 22

23 - 25

EVALUATION CRITERIA:

B. Completion of Annual Federal Automotive
Statistical Tool (FAST) reportNot
Completed

N/A

N/A

N/A

Completed

C.2.10.4 Real and Personal Property**Metrics used for evaluation**A. Management of DOE personal property as
measured by the percentage of items found
missing from the known inventory list and
subsequently appropriately reconciled.

< 90%

90% - 92%

93% - 95%

96% - 97%

98% - 100%

B. Input of data (supplied by others) into the
Facilities Information Management System
(FIMS) and issuance of final report as
measured by percentage of data entered.

< 90%

90% - 93%

94% - 97%

98% - 99%

100%

C.2.10.6 Shipping and Receiving**Metrics used for evaluation**A. On time material delivery as measured by
the percentage of deliveries per month that
were made within 2 days of receipt or within
2 days of completion of the inventory receipt
verification process.

< 90%

90% - 92%

93% - 95%

96% - 97%

98% - 100%

EXHIBIT 3 – METRICS RATING CRITERIA					
10/01/14 – 09/30/15 – PERIOD 6					
QUALITY AND EFFECTIVENESS OF MAINTENANCE SERVICES (30%)					
CATEGORY OF PERFORMANCE (EVALUATION WEIGHTING)	RATING (Circle Appropriate Box)				
Including Project Management; Environmental, Safety, and Health; and Quality programs					
EVALUATION POINTS:	0 - 5	6 - 11	12 - 19	20 - 22	23 - 25
EVALUATION CRITERIA:					
<u>C.2.2 Grounds Maintenance</u>	Metrics used for evaluation				
A. Outer boundary fence (X-208A) maintenance as described in contract section C.2.2, paragraph 8, as verified through quarterly inspections.	Un-Satisfactory	Satisfactory	Good	Very Good	Excellent
<u>C.2.3 Roads Maintenance</u>	Metrics used for evaluation				
A. Road and parking lot maintenance performance as measured by the growth in open work order backlog associated with roadways and parking lots with respect to open orders from the previous contract year.	> 20% increase	11% - 20% increase	5% - 10% increase	1% - 5% increase	No increase
<u>C.2.4 Janitorial Services</u>	Metrics used for evaluation				
A. Overall evaluation of Janitorial Service performance, including review of inspections to indicate “appropriate conditions”, per contract section C.2.4.	Un-Satisfactory	Satisfactory	Good	Very Good	Excellent
<u>C.2.9 Facility Maintenance</u>	Metrics used for evaluation				
A. Facility Maintenance response as measured by the percentage of work orders for priority 1 and 2 items initiated within the schedule established by FSS procedures	< 90%	90% - 92%	93% - 95%	96% - 97%	98% - 100%
B. Quality of facility maintenance services as measured by the percentage of work orders	< 90%	90% - 92%	93% - 95%	96% - 97%	98% - 100%

EXHIBIT 3 – METRICS RATING CRITERIA

10/01/14 – 09/30/15 – PERIOD 6

QUALITY AND EFFECTIVENESS OF MAINTENANCE SERVICES (30%)**CATEGORY OF PERFORMANCE
(EVALUATION WEIGHTING)****RATING (Circle Appropriate Box)**

Including Project Management; Environmental, Safety, and Health; and Quality programs

EVALUATION POINTS:

0 - 5

6 - 11

12 - 19

20 - 22

23 - 25

EVALUATION CRITERIA:

completed that do not require subsequent
follow-on actions (re-work).**EXHIBIT 3 – METRICS RATING CRITERIA**

10/01/14 – 09/30/15 – PERIOD 6

QUALITY AND EFFECTIVENESS OF THE SECURITY PROGRAMS (30%)**CATEGORY OF PERFORMANCE
(EVALUATION WEIGHTING)****RATING (Circle Appropriate Box)**

Including Project Management; Environmental, Safety, and Health; and Quality programs

EVALUATION POINTS:

0 - 5

6 - 11

12 - 19

20 - 22

23 - 25

EVALUATION CRITERIA:

C.2.5.2 – Cyber Security**Metrics used for evaluation**A. Cyber program effective and compliant with
requirements as measured by DOE audit
results of national security system

< 70%

71% - 80%

81% - 90%

91% - 95%

> 95%

B. Cyber program effective and compliant with
requirements as measured by DOE audit
results from the cyber assist visit

< 70%

71% - 80%

81% - 90%

91% - 95%

> 95%

C. Timely response in responding to security
incidents, as specified in DOE O 205.1A, the
PCSP, and PSP

< 90%

90% - 93%

94% - 97%

98% - 99%

> 99%

C.2.6 – Personnel Security**Metrics used for evaluation**

EXHIBIT 3 – METRICS RATING CRITERIA

10/01/14 – 09/30/15 – PERIOD 6

QUALITY AND EFFECTIVENESS OF THE SECURITY PROGRAMS (30%)

CATEGORY OF PERFORMANCE (EVALUATION WEIGHTING)	RATING (Circle Appropriate Box)				
Including Project Management; Environmental, Safety, and Health; and Quality programs					
EVALUATION POINTS:	0 - 5	6 - 11	12 - 19	20 - 22	23 - 25
EVALUATION CRITERIA:					
A. Timely response in responding to incidents as measured by average response time in hours	> 8 hours	5 - 8 hours	3 - 4 hours	2 hours	1 hour
B. Overall evaluation of Personnel Security performance, including but not limited to effective and compliant visitor control management	Un-Satisfactory	Satisfactory	Good	Very Good	Excellent
C.2.6 – Physical Security	Metrics used for evaluation				
A. Lock and key response time as measured by percentage of routine requests filled within the standard response time of 48 hours.	< 90%	90% - 99%	100%	Average response time is less than 32 hours	Average response time is less than 24 hours
C.2.6 – Program Management and Support	Metrics used for evaluation				
A. Development, implementation, and maintenance of a satisfactory security program as measured by the annual DOE Survey/Inspection (using form DOE F 470.8, 02-12), section 12 a. Highest rating achievable (per this form) is Satisfactory overall with all items rated as Satisfactory.	Un-satisfactory overall rating	Marginal overall rating, ONE or more Un-satisfactory items	Marginal overall rating, NO Un-satisfactory items	Satisfactory overall rating, ONE or more Marginal items	Satisfactory overall rating, ALL Satisfactory items

EXHIBIT 3 – METRICS RATING CRITERIA

10/01/14 – 09/30/15 – PERIOD 6

QUALITY AND TIMELINESS OF DELIVERABLES (5%)**CATEGORY OF PERFORMANCE
(EVALUATION WEIGHTING)****RATING (Circle Appropriate Box)**

Including Project Management; Environmental, Safety, and Health; and Quality programs

EVALUATION POINTS:

0 - 5

6 - 11

12 - 19

20 - 22

23 - 25

EVALUATION CRITERIA:

Emphasis on invoicing, response to special requests, and data calls**Metrics used for evaluation**

A. The contractor will be evaluated on its ability to submit timely, accurate, and auditable proposals.

Un-Satisfactory

Satisfactory

Good

Very Good

Excellent

B. The contractor will be evaluated on the timeliness, sufficiency, and quality of its responses to special data calls and requests.

Un-Satisfactory

Satisfactory

Good

Very Good

Excellent

EXHIBIT 3 – METRICS RATING CRITERIA					
10/01/15 – 01/25/16 – PERIOD 7					
QUALITY AND EFFECTIVENESS OF MISSION SUPPORT SERVICES (35%)					
CATEGORY OF PERFORMANCE (EVALUATION WEIGHTING)	RATING (Circle Appropriate Box)				
Including Project Management; Environmental, Safety, and Health; and Quality programs					
EVALUATION POINTS:	0 - 5	6 - 11	12 - 19	20 - 22	23 - 25
EVALUATION CRITERIA:					
<u>C.2.5 Computer Services</u>	Metrics used for evaluation				
A. Network Service reliability as measured by unplanned outages for the period of performance (POP)	> 7	6 - 7	4 - 5	2 - 3	0 - 1
B. Management of Local Area Network (LAN) Account as measured by creation or deletion of accounts within 24 hours of notification	< 80%	80% - 86%	87% - 95%	96% - 99%	100%
C. Computer moves completed on scheduled date	< 80%	80% - 86%	87% - 95%	96% - 99%	100%
<u>C.2.7 Training</u>	Metrics used for evaluation				
A. Customer Feedback implementation as measured by percentage of student feedback implemented into training program or address back to customer as to why feedback not implemented	<80%	80% - 86%	87% - 95%	96% - 99%	100%
<u>C.2.10.2 Records Management</u>	Metrics used for evaluation				
A. Final disposition of DOE records. Note 1 box = 1 cubic foot of records	< 162 boxes	163-187 boxes	188-212 boxes	213-249 boxes	250 or more boxes
<u>C.2.10.3 Fleet Management</u>	Metrics used for evaluation				
A. WEMS GSA Fleet vehicles serviced as measured by the cumulative average days service is completed past the scheduled	> 25 days	25 - 18 days	17 - 11 days	11 - 4 days	< 4 days

EXHIBIT 3 – METRICS RATING CRITERIA

10/01/15 – 01/25/16 – PERIOD 7

QUALITY AND EFFECTIVENESS OF MISSION SUPPORT SERVICES (35%)

CATEGORY OF PERFORMANCE (EVALUATION WEIGHTING)	RATING (Circle Appropriate Box)				
Including Project Management; Environmental, Safety, and Health; and Quality programs					
EVALUATION POINTS:	0 - 5	6 - 11	12 - 19	20 - 22	23 - 25
EVALUATION CRITERIA:					
service date as provided by the GSA schedule					
B. Completion of Annual Federal Automotive Statistical Tool (FAST) report	Not Completed	N/A	N/A	N/A	Completed
<u>C.2.10.4 Real and Personal Property</u>	Metrics used for evaluation				
A. Management of DOE personal property as measured by the percentage of items found missing from the known inventory list and subsequently appropriately reconciled	< 90%	90% - 92%	93% - 95%	96% - 97%	98% - 100%
B. Input of data (supplied by others) into the Facilities Information Management System (FIMS) and issuance of final report as measured by percentage of data entered.	< 90%	90% - 93%	94% - 97%	98% - 99%	100%
<u>C.2.10.6 Shipping and Receiving</u>	Metrics used for evaluation				
A. On time material delivery as measured by the percentage of deliveries per month that were made within 2 days of receipt or within 2 days of completion of the inventory receipt verification process.	< 90%	90% - 92%	93% - 95%	96% - 97%	98% - 100%

EXHIBIT 3 – METRICS RATING CRITERIA					
10/01/15 – 01/25/16 – PERIOD 7					
QUALITY AND EFFECTIVENESS OF MAINTENANCE SERVICES (30%)					
CATEGORY OF PERFORMANCE (EVALUATION WEIGHTING)	RATING (Circle Appropriate Box)				
Including Project Management; Environmental, Safety, and Health; and Quality programs					
EVALUATION POINTS:	0 - 5	6 - 11	12 - 19	20 - 22	23 - 25
EVALUATION CRITERIA:					
<u>C.2.2 Grounds Maintenance</u>	Metrics used for evaluation				
A. Outer boundary fence (X-208A) maintenance as described in contract section C.2.2, paragraph 8, as verified through quarterly inspections.	Un-Satisfactory	Satisfactory	Good	Very Good	Excellent
<u>C.2.3 Roads Maintenance</u>	Metrics used for evaluation				
B. Road & parking lot maintenance performance as measured by the growth in open work order backlog associated with roadways and parking lots with respect to open orders from the previous contract yr. prorated for current POP.	> 20% increase	11% - 20% increase	5% - 10% increase	1% - 5% increase	No increase
<u>C.2.4 Janitorial Services</u>	Metrics used for evaluation				
A. Overall evaluation of Janitorial Service performance, including review of inspections to indicate “appropriate conditions”, per contract section C.2.4.	Un-Satisfactory	Satisfactory	Good	Very Good	Excellent
<u>C.2.9 Facility Maintenance</u>	Metrics used for evaluation				
A. Facility Maintenance response as measured by the percentage of work orders for priority 1 and 2 items initiated within the schedule established by FSS procedures	<90%	90% - 92%	93% - 95%	96% - 97%	98% - 100%
B. Quality of facility maintenance services as measured by the percentage of work orders	<90%	90% - 92%	93% - 95%	96% - 97%	98% - 100%

EXHIBIT 3 – METRICS RATING CRITERIA

10/01/15 – 01/25/16 – PERIOD 7

QUALITY AND EFFECTIVENESS OF MAINTENANCE SERVICES (30%)**CATEGORY OF PERFORMANCE
(EVALUATION WEIGHTING)****RATING (Circle Appropriate Box)**

Including Project Management; Environmental, Safety, and Health; and Quality programs

EVALUATION POINTS:

0 - 5

6 - 11

12 - 19

20 - 22

23 - 25

EVALUATION CRITERIA:

completed that do not require subsequent
follow-on actions (re-work).**EXHIBIT 3 – METRICS RATING CRITERIA**

10/01/15 – 01/25/16 – PERIOD 7

QUALITY AND EFFECTIVENESS OF THE SECURITY PROGRAMS (30%)**CATEGORY OF PERFORMANCE
(EVALUATION WEIGHTING)****RATING (Circle Appropriate Box)**

Including Project Management; Environmental, Safety, and Health; and Quality programs

EVALUATION POINTS:

0 - 5

6 - 11

12 - 19

20 - 22

23 - 25

EVALUATION CRITERIA:

C.2.5.2 – Cyber Security**Metrics used for evaluation**A. Timely response in responding to security
incidents, as specified in DOE O 205.1A, the
PCSP, and PSP

< 90%

90% - 93%

94% - 97%

98% - 99%

> 99%

C.2.6 – Personnel Security**Metrics used for evaluation**A. Timely response in responding to incidents
as measured by average response time in
hours

> 8 hours

5 - 8 hours

3 - 4 hours

2 hours

1 hour

B. Overall evaluation of Personnel Security
performance, including but not limited to
effective and compliant visitor control
ManagementUn-
Satisfactory

Satisfactory

Good

Very Good

Excellent

EXHIBIT 3 – METRICS RATING CRITERIA					
10/01/15 – 01/25/16 – PERIOD 7					
QUALITY AND EFFECTIVENESS OF THE SECURITY PROGRAMS (30%)					
CATEGORY OF PERFORMANCE (EVALUATION WEIGHTING)	RATING (Circle Appropriate Box)				
Including Project Management; Environmental, Safety, and Health; and Quality programs					
EVALUATION POINTS:	0 - 5	6 - 11	12 - 19	20 - 22	23 - 25
EVALUATION CRITERIA:					
<u>C.2.6– Physical Security</u>	Metrics used for evaluation				
A. Lock and key response time as measured by percentage of routine requests filled within the standard response time of 48 hours.	< 90%	90% - 99%	100%	Average response time is < 32 hours	Average response time is < 24 hours

EXHIBIT 3 – METRICS RATING CRITERIA					
10/01/15 – 01/25/16 – PERIOD 7					
QUALITY AND EFFECTIVENESS OF MISSION SUPPORT SERVICES (35%)					
CATEGORY OF PERFORMANCE (EVALUATION WEIGHTING)	RATING (Circle Appropriate Box)				
Including Project Management; Environmental, Safety, and Health; and Quality programs					
EVALUATION POINTS:	0 - 5	6 - 11	12 - 19	20 - 22	23 - 25
EVALUATION CRITERIA:					
<u>Emphasis on invoicing, response to special requests, and data calls</u>	Metrics used for evaluation				
A. The contractor will be evaluated on its ability to submit timely, accurate, and auditable proposals.	Un-Satisfactory	Satisfactory	Good	Very Good	Excellent
B. The contractor will be evaluated on the timeliness, sufficiency, and quality of its responses to special data calls and requests.	Un-Satisfactory	Satisfactory	Good	Very Good	Excellent

EXHIBIT 4 - RATING SUMMARY TABLES

Numerical Scoring Table – Project Team Evaluators

10/01/14 – 09/30/15 – PERIOD 6	
CATEGORY OF PERFORMANCE	NUMERICAL SCORING
1. Quality and Effectiveness of Mission Support Services	
2. Quality and Effectiveness of Maintenance Services	
3. Quality and Effectiveness of Security Programs	
4. Quality and Timeliness of Deliverables	

Rating Summary Table – Technical Lead Summary

10/01/14 – 09/30/15 – PERIOD 6	
CATEGORY OF PERFORMANCE	ADJECTIVE RATING
1. Quality and Effectiveness of the Mission Support Services	
2. Quality and Effectiveness of Maintenance Services	
3. Quality and Effectiveness of Security Programs	
4. Quality and Timeliness of Deliverables	

Summary of PEB's Adjectival Rating – PEB Members Sign Below

SUMMARY OF PEB'S RATING				
10/01/14 – 09/30/15 – PERIOD 6				
Member	Mission Support Services (35%)	Maintenance Services (30%)	Security Programs (30%)	Deliverables (5%)
<i>Insert Name of Voter</i>				
<i>Insert Name of Voter</i>				
<i>Insert Name of Voter</i>				
<i>Insert Name of Voter</i>				
NOTES & SUMMARY				

EXHIBIT 4 - RATING SUMMARY TABLES

Numerical Scoring Table – Project Team Evaluators

10/01/15 – 01/25/16 – PERIOD 7	
CATEGORY OF PERFORMANCE	NUMERICAL SCORING
1. Quality and Effectiveness of Mission Support Services	
2. Quality and Effectiveness of Maintenance Services	
3. Quality and Effectiveness of Security Programs	
4. Quality and Timeliness of Deliverables	

Rating Summary Table – Technical Lead Summary

10/01/15 – 01/25/16 – PERIOD 7	
CATEGORY OF PERFORMANCE	ADJECTIVE RATING
1. Quality and Effectiveness of Mission Support Services	
2. Quality and Effectiveness of Maintenance Services	
3. Quality and Effectiveness of Security Programs	
4. Quality and Timeliness of Deliverables	

Summary of PEB’s Adjectival Rating – PEB Members Sign Below

SUMMARY OF PEB’S RATING				
10/01/15 – 01/25/16 – PERIOD 7				
Member	Mission Support Services (35%)	Maintenance Services (30%)	Security Programs (30%)	Deliverables (5%)
<i>Insert Name of Voter</i>				
<i>Insert Name of Voter</i>				
<i>Insert Name of Voter</i>				
<i>Insert Name of Voter</i>				
NOTES & SUMMARY				

EXHIBIT 5 - AWARD FEE PROCESS

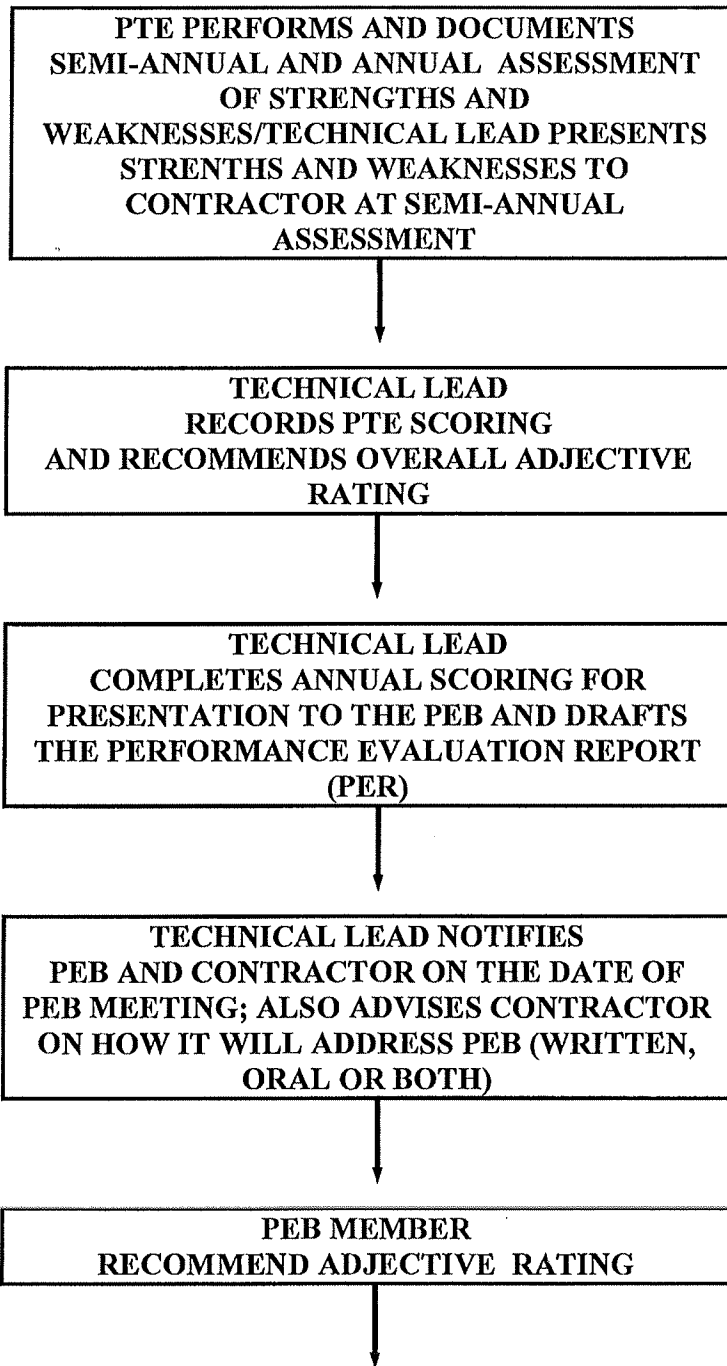


EXHIBIT 5 - AWARD FEE PROCESS

**PEB CHAIRPERSON REVIEWS PEB RATINGS
AND PASSES TO TECHNICAL LEAD**



**TECHNICAL LEAD SUMMARIZES INDIVIDUAL
PEB MEMBER'S RATING**



**PEB CHAIRPERSON OR TECHNICAL LEAD
PREPARES COVER LETTER
TRANSMITTING SUMMARY RATING, PER AND
DRAFT ONE-PAGE SCORE CARD
TO FDO**



**FDO MAKES FINAL FEE DETERMINATION
AND NOTIFIES CO; CO FORWARDS FINAL FEE
DETERMINATION AND SUPPORTING
DOCUMENTATION TO HCA FOR
CONCURRENCE**



**UPON CONCURRENCE BY HCA , CO
PREPARES LETTER FOR FDO SIGNATURE TO
NOTIFY THE CONTRACTOR OF THE AWARD
FEE DETERMINATION; CO MODIFIES
CONTRACT REFLECTING FDO'S
DETERMINATION**



**CO POSTS THE MODIFICATION, ONE PAGE
SCORECARD AND AWARD FEE
DETERMINATION LETTER WITH THE
PERFORMANCE EVALUATION REPORT
WITHIN 30 DAYS AFTER HCA CONCURRENCE**