

**AWARD TERM PLAN
FOR
LOGISTICS SERVICES**
NASA Delivery Order H36049D with EG&G Technical Services, Inc.
Under GSA Contract GS-10F-0038M

APPROVED BY:

Original Signed By
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Stephen P. Beale
PEB Chair

Date: 6/14/2005

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I. Introduction

1. This plan covers the administration of the award term provisions (Clause 22, Award Term) of the Marshall Space Flight Center (MSFC) Logistics Services Order H36049D with EG&G Technical Services, Inc., dated April 1, 2003 under GSA Contract GS-10F-0038M. The order was awarded in accordance with the provisions of RFQ No. 8-1-1-A4-00155.
2. The following matters, among others, are covered in the order:
 - a. The contractor is required to provide logistics services at the MSFC. Services are predominantly provided on site with some near-site (within a 50-mile radius) requirements.
 - b. The term of the order core period is 3 years plus 2 one-year options. Additional award term periods may extend the order through 3 additional years.
 - c. The available award term periods are shown in Attachment III-A. The award term earned will be determined by the Award Term Determination Official (ATDO) in accordance with this plan.
 - d. NASA may unilaterally change the matters in this plan, as covered in Part V and not otherwise requiring mutual agreement under the order, provided the contractor receives notice of the changes prior to the beginning of the evaluation period to which the changes apply.

II. Organizational Structure for Award Term Administration

The following organizational structure is established for administering the award term provisions of the order.

1. **Award Term Determination Official (ATDO)**
 - a. The ATDO is the Associate Center Director.
 - b. Primary ATDO responsibilities are as follows:
 - (1) Determine the evaluation rating and award term earned for each evaluation period as addressed in Part IV. The annual evaluation will be comprised of two successive 6-month "interim" evaluations, which will be averaged to obtain the "final" annual score.
 - (2) Changing the matters covered in this plan as addressed in Part V.

2. Performance Evaluation Board (PEB)

- a. The Chair of the PEB is the Procurement Officer or alternate. Other voting members include the Chief Financial Officer or alternate, the Director of Center Operations Office or alternate, and the Director, Safety and Mission Assurance Directorate or alternate. Other voting members may be appointed by the PEB chair from MSFC Program and Staff Offices and Directorates, as appropriate.
- b. The following non-voting members shall assist the PEB in performing its functions:

Manager, Logistics Services Department.

Technical Coordinator is the Contracting Officer's Technical Representative (COTR).

Contracting Officer (CO).

PEB Secretary.

- c. Primary responsibilities of the PEB are:
 - (1) Conducting semiannual evaluations of contractor performance and submitting a Performance Evaluation Board Report (PEBR) covering the PEB's findings and recommendations for each "interim" evaluation period, as addressed in Part IV.
 - (2) Recommending changes to the Award Term Plan (ATP) that the PEB determines appropriate for adoption by the ATDO, as addressed in Part V.

3. Performance Monitors

- a. A Performance Monitor (PM) will be assigned to each performance area covered by the PWS. The CO will issue Technical Monitor Appointment letters based on monitoring assignment responsibilities provided to the CO by the COTR. The Technical Monitors are also Performance Monitors.
- b. Each PM will be responsible for complying with the General Instructions for Performance Monitors, Attachment IV-B, and any specific instructions of the COTR or PEB Chair, as addressed in Part IV. Primary PM responsibilities are:
 - (1) Monitoring, evaluating, and assessing contractor performance in assigned functional areas.

- (2) Preparing a Performance Monitor Report (PMR) for their assigned functional area that serves as the basis for preparation of a single comprehensive PMR by the COTR for the PEB, or others as appropriate.
- (3) Recommending appropriate changes to this plan for consideration, as addressed in Part V.

III. Evaluation Requirements

The applicable evaluation requirements are attached as indicated below.

<u>Requirement</u>	<u>Attachment</u>
Evaluation Periods and Available Award Term Periods.....	III-A
Grading Table	III-B
Performance Categories, Evaluation Criteria, and Weighted Performance Rating Worksheet	III-C
Performance Requirements Summary.....	Included in Delivery Order as Section 3, Attachment 3
Organizational Issuance Quality Assurance Surveillance Plan Guidance	Included in the MSFC Integrated Document Library

IV. Method For Determining Award Term

The PEB will recommend the evaluation rating for each 6-month “interim” evaluation period, and the ATDO will determine the award term earned at the end of each order year. The method to be followed in monitoring, evaluating, and assessing contractor performance during the period, as well as for determining the award term earned, is described below. Attachment IV-A summarizes the principle actions and schedules involved. If the contractor has any major breach of safety or security as defined in Clause 33 of the order, the score will be zero for the yearly evaluation period.

- 1. Performance Monitors will be designated to oversee performance in each of the functional areas reflected in the PWS. The Technical Monitors appointed by the CO are Performance Monitors. Monitors will be selected on the basis of their expertise relative to functional area emphasis. Performance Monitors

- will obtain performance information for their functional area based on the surveillance method detailed in the Performance Requirements Summary. The CO, in coordination with the Logistics Services Department Manager and the COTR, may change monitor assignments at any time without advance notice to the contractor. The CO will notify the contractor promptly of all such monitor assignments and changes.
2. The COTR will ensure that each monitor receives the following:
 - a. A copy of this plan and any changes made in accordance with Part V.
 - b. Appropriate orientation and guidance.
 - c. Specific instructions applicable to the monitor's assigned performance area.
 3. Performance Monitors will evaluate and assess contractor performance and discuss the results with the contractor management, in accordance with Attachment IV-B, entitled General Instructions for Performance Monitors, and any specific instructions and guidance furnished by the COTR. Regularly scheduled monthly meetings will be conducted between appropriate Government oversight personnel and contractor management personnel in order to discuss all significant aspects of order performance. These discussions will address strong and weak points, significant issues, problems and concerns, and any other matters deemed pertinent to effective order performance.
 4. Performance Monitors will prepare and submit formal semi-annual Performance Monitor Reports (PMR's) to the COTR in accordance with Attachment IV-B. These reports will address and fully substantiate strong and weak points and all significant issues, problems, and concerns that should be brought to the attention of the PEB.
 5. The COTR will consider the input reflected in the PMR's and compile a single PMR that addresses technical performance and program management to be presented to the PEB. This report will also reflect the COTR's personal perspective based on contractor input, personal observations, and dialogue with appropriate Government and contractor personnel.
 6. The contractor shall also prepare and submit a written 6-month self-evaluation that addresses perceived strengths and weaknesses, significant issues, accomplishments, problems, and concerns applicable to the period being evaluated. The self-evaluation shall be limited to 25 pages.

7. After the end of each “interim” evaluation period, the PEB will meet to consider all the performance information provided by the COTR. The PEB Chair shall determine whether enough voting members are present to constitute a quorum. The COTR will present to the PEB relevant details of their reports as appropriate. Performance Monitors and other Government personnel, as appropriate, will attend the meeting and provide any necessary details of the contractor’s performance. Then the contractor will be allowed a period of time to address its performance during the evaluation period under consideration. The PEB may ask questions to clarify any relevant issues with the contractor. The contractor will then be excused from the meeting. After the PEB decides that they have sufficient information, all participants except the PEB, the COTR, and the CO shall be excused from the meeting. The PEB will then determine the score and adjective ratings for the two performance evaluation factors detailed in Attachment III-C and any designated emphasis areas. For evaluation periods for which an award term is available, the PEB will consider the performance score from the preceding “interim” evaluation period along with the score for the current “interim” period to develop a rating for the order year. The PEB will summarize its preliminary findings and recommendations for coverage in the Performance Evaluation Board Report (PEBR).
8. The PEB Secretary, COTR, and CO will then meet with the contractor to discuss the PEB’s preliminary findings and recommendations. As requested by the PEB Chair, the PEB, Performance Monitors, and other personnel involved in performance evaluation will attend the meeting and participate in discussions. At this meeting, the contractor will be given an opportunity to represent itself and dialog on its behalf. If the contractor accepts the findings and recommendations, then the contractor shall sign an acceptance letter. After meeting with the contractor, the PEB will consider the contractor’s input and finalize its findings and recommendations for the PEBR.
10. The PEB Secretary will prepare the PEBR package for the “interim” evaluation periods for approval of the PEB chair. For the “interim” evaluation periods, the PEB Secretary will submit the PEBR to the ATDO for determination of the “interim” evaluation period’s adjectival score and performance score. The report will include an adjectival rating and a recommended performance score with supporting documentation. The contractor will be notified of the PEB evaluation and recommended rating and score for the “interim” evaluation periods. The contractor may provide additional information for consideration by the ATDO for the “interim” evaluation periods. When submitting the PEBR, the PEB Secretary will inform the ATDO as to whether the contractor desires to present any matters to the ATDO prior to the “interim” evaluation period’s determination.

11. For evaluation periods for which an award term is available, the PEB Secretary will submit the original PEBR for that period and a copy of the PEBR for the preceding "interim" evaluation period to the ATDO for use in determining the award term earned. The reports will include an adjectival rating and a recommended performance score with supporting documentation. The contractor will be notified of the PEB evaluation and recommended rating and score for each evaluation period. The contractor may provide additional information for consideration by the ATDO for award term evaluation periods. When submitting the PEBR's, the PEB Secretary will inform the ATDO as to whether the contractor desires to present any matters to the ATDO prior to award term determination.
12. The ATDO will consider the PEBR and discuss it with the PEB Chair and other personnel, as appropriate.
13. The ATDO will consider the recommendations of the PEB, any information provided by the contractor, and other pertinent information in determining whether the award term will be earned for the period or the adjectival rating and performance score for the "interim" evaluation periods. The ATDO's determination of award term earned and the basis for this determination will be stated in the Award Term Determination Letter (ATDL). For the "interim" evaluation periods, the ATDO's determination of the adjectival rating and performance score for the "interim" evaluation periods will be stated in a letter.
14. The contractor will be notified by the Contracting Officer (CO) of the ATDO's determination.
15. The PEB Secretary will forward the original PEBR to the CO for the official file.
16. The COTR's PMR, the contractor's report, and the PEBR are considered sensitive material.

V. Changes in Plan Coverage

1. Right to Make Unilateral Changes

Any matters covered in this plan not otherwise requiring mutual agreement under the order, may be changed unilaterally by NASA MSFC prior to the beginning of an evaluation period by timely notice to the contractor in writing. The changes, including designating emphasis areas, may be made without formal modification of the order.

2. Steps to Change Plan Coverage

The following is a summary of the principal actions involved in changing plan coverage.

<u>Actions</u>	<u>(Schedule)</u>
COTR drafts proposed change.....	Ongoing
COTR submits recommended changes.....	Prior to end of current
through the CO to the PEB Chair	evaluation period
PEB chair notifies contractor through.....	Prior to the start of
the CO of changes	the applicable evaluation
	period

3. Method for Changing Plan Coverage

The method to be followed for changing the plan coverage is described below:

- a. Personnel involved in the administration of the award term provisions of the order are encouraged to recommend plan changes with a view toward changing management emphasis, motivating higher performance levels or improving the award term determination process. Recommended changes should be sent to the COTR for consideration and drafting.
- b. Prior to the end of each evaluation period, the COTR will submit recommended changes, if any, applicable to the next evaluation period for approval by the PEB Chair with appropriate comments and justification.
- c. Prior to the beginning of each evaluation period, the CO will notify the contractor in writing of any changes to be applied during the next period. If the contractor is not provided with this notification, or if the notification is not provided before the beginning of the next period, then the existing plan will continue in effect for the next evaluation period.
- d. This plan may be changed at any time during the evaluation period, provided that (1) the Government submits the changes to the contractor in writing and (2) the contractor agrees in writing to accept the changes. Both the Government and the contractor shall agree on the date that the changes will be effective, and from that date forward the revised plan will be in effect.

ATTACHMENT III-A TO AWARD TERM PLAN FOR

NASA Delivery Order H36049D with EG&G Technical Services, Inc.
Under GSA Contract GS-10F-0038M

**EVALUATION PERIODS AND
AVAILABLE AWARD TERM PERIODS**

Evaluation Period	Performance Required for Award Term	Available Award Term
Year 1	n/a	n/a
Year 2	Very Good or Excellent (81 - 100)	7 months
Year 3	Very Good or Excellent (81 - 100)	7 months
Year 4	Excellent (91 -100)	7 months
Year 5	Excellent (91 -100)	7 months
Year 6	Excellent (91 -100)	8 months

ATTACHMENT III-B TO AWARD TERM PLAN FOR

NASA Delivery Order H36049D with EG&G Technical Services, Inc.
Under GSA Contract GS-10F-0038M**GRADING TABLE**

The following grading table is to be used for this order. The overall evaluation rating is calculated by applying the numerical scores from each performance category and weighting them appropriately as identified in Attachment III-C, "Performance Categories and Evaluation Criteria." The table below lists the adjectival ratings with their corresponding evaluation rating ranges.

Adjectival Rating	Range of Evaluation Rating	Description
Excellent	(91-100)	Of exceptional merit; exemplary performance in a timely, efficient and economical manner; very minor (if any) deficiencies with no adverse effect on overall performance.
Very Good	(81-90)	Very effective performance, fully responsive to order; order requirements accomplished in a timely, efficient and economical manner for the most part; only minor deficiencies.
Good	(71-80)	Effective performance; fully responsive to order requirements; reportable deficiencies, but with little identifiable effect on overall performance.
Satisfactory	(61-70)	Meets or slightly exceeds minimum acceptable standards; adequate results; reportable deficiencies with identifiable, but not substantial, effects on overall performance.
Poor/Unsatisfactory	(less than 61)	Does not meet minimum acceptable standards in one or more areas; remedial action required in one or more areas, which adversely affect overall performance.

In addition, any major breach of safety or security as defined in Clause 33 will result in a score of zero for the yearly evaluation period.

ATTACHMENT III-C TO AWARD TERM PLAN FOR
 NASA Delivery Order H36049D with EG&G Technical Services, Inc.
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PERFORMANCE CATEGORIES

The performance categories to be evaluated are identified below. The evaluation criteria for each performance category are contained in Attachment III-C1.

Performance Category	Evaluation Weight
Technical Performance	60
- Environmental Services	
- Mail Services	
- Equipment Maintenance & Repair Services	
- Motor Pool Services	
- Property Services	
- Move Services	
- Disposal Services	
- Food Services	

Performance Category	Evaluation Weight
Program Management	40
- Program Management and Control	
- Quality Management Program	
- Socioeconomic Goals	
- Work Control System	
- Number of innovations implemented	
- Safety- Compliance to MSFC and regulatory requirements. Lost time incident rating	

Special Emphasis

As determined by the Government, areas requiring special attention may be designated as emphasis areas and may be assigned a portion of the above evaluation weights for special evaluation periods. This portion of the evaluation weight will be evaluated based on performance in the designated emphasis area.

ATTACHMENT III-C1 TO AWARD TERM PLAN FOR

NASA Delivery Order H36049D with EG&G Technical Services, Inc.

Under GSA Contract GS-10F-0038M

EVALUATION CRITERIA FOR PERFORMANCE**Factor No. 1 Technical Performance****Factor Weight 60**

Description of Factor: The Technical Performance factor is used to reflect the accomplishment achieved by the contractor in the functional areas addressed in the Performance Work Statement (PWS).

Basis or Standard for Measuring Performance: The effectiveness of the contractor's overall technical performance will be evaluated. All areas that are addressed in the PWS will be evaluated in obtaining an overall technical performance rating for the contractor. Performance evaluations will be based on the metrics provided in the Performance Requirements Summary (PRS), which is Section 3, Attachment 3 of the delivery order. On the basis of these metrics, as well as any relevant positive or negative assessments provided by the PM's, a numerical score and the associated adjective rating will be determined for each functional area of the PWS. (See Attachment III-B, Grading Table.). These scores will be totaled and weighted to develop the overall recommended score and adjective rating for technical performance. The PEB will consider this recommendation, along with any other pertinent performance factors, to derive a final performance score and rating.

ATTACHMENT III-C1 TO AWARD TERM PLAN FOR
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EVALUATION CRITERIA FOR PERFORMANCE

Factor No. 2 Program Management

Factor Weight 40

Description of Factor: The Program Management factor is used to reflect the management accomplished in support of the Technical and Business areas of the order.

Basis or Standard for Measuring Performance: The effectiveness of the contractor's overall management will be evaluated on the basis of the Performance Requirements Summary, which is Section 3, Attachment 3 of the delivery order, number of innovations implemented, safety compliance, and effort to meet socioeconomic goals. Innovation is based upon business case/return on investment analysis. PM's will consider any other actions that significantly contribute to or detract from effective management. These scores will be totaled and weighted to develop the overall recommended score and adjective rating for program management performance. The PEB will consider this recommendation, along with any other pertinent performance factors, to derive a final performance score and rating.

ATTACHMENT III-C2 TO AWARD TERM PLAN FOR

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WEIGHTED PERFORMANCE RATING WORKSHEET

Technical Performance	Numerical Rating		Weight		Numerical Score
	(0 to 100)				
Environmental Services		x	7%	=	
Mail Services		x	3%	=	
Equipment Maintenance & Repair Services		x	15%	=	
Motor Pool Services		x	9%	=	
Property Services		x	14%	=	
Move Services		x	7%	=	
Disposal Services		x	3%	=	
Food Services		x	2%	=	

Weighted Technical Performance Score: _____

Program Management Performance	Numerical Rating				Numerical Score
	(0 to 100)				
Program Management and Control		x	23%	=	
Quality Management Program		x	7%	=	
Socioeconomic Goals		x	2%	=	
Work Control System		x	5%	=	
Number of innovations implemented		x	1%	=	
Safety-Compliance to MSFC and regulatory requirements. Lost time incident rating		x	2%	=	

Weighted Program Management Score: _____

Total Numerical Score: _____

Adjective Rating: _____

ATTACHMENT IV-A TO AWARD TERM PLAN FOR

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ACTIONS AND SCHEDULES FOR AWARD TERM DETERMINATIONS

<u>Action</u>	<u>Schedule (Calendar Days)</u>
1. PEB Chair and members appointed.....	Prior to order start
2. CO appoints PM's and informs contractor	Prior to order start
3. PM's receive orientation and guidance	Prior to order start
4. Coordinators and PM's assess performance..... and discuss results with contractor	Ongoing
5. Contractor submits self-assessment report to..... PEB Secretary	NLT 15 days after end of each evaluation period
6. PM's submit individual Performance Monitor..... Reports (PMRs) to Technical Coordinator	NLT 18 days after end of each evaluation period
7. Time added to order based on	NLT 60 days after end of each award term period

The PEB will establish lists of subsidiary actions and schedules as necessary to meet the above schedule.

ATTACHMENT IV-B TO AWARD TERM PLAN FOR
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GENERAL INSTRUCTIONS FOR PERFORMANCE MONITORS

1. Monitoring and Assessing Performance

- a. Performance Monitors will prepare outlines of their assessment plans based on the PRS and discuss them with appropriate contractor management to assure complete understanding of the evaluation and assessment process, including the relative importance of each metric.
- b. Performance Monitors will plan and carry out on-site assessment visits.
- c. Performance monitors will provide appropriate guidance to Government personnel to facilitate performance-based contracting.
- d. Performance Monitors will conduct all assessments in an open, objective, and cooperative spirit so that a fair and accurate evaluation is obtained. This will ensure that the contractor receives accurate and complete information from which to plan improvements in performance. Positive performance accomplishments should be emphasized just as thoroughly as deficiencies.
- e. Performance Monitors will discuss assessments with contractor management noting any observed accomplishments and deficiencies. This affords the contractor an opportunity to clarify possible misunderstandings regarding areas of poor performance and to correct or resolve deficiencies.
- f. Performance Monitors must remember that contacts and visits with contractor personnel are to be accomplished within the context of official contractual relationships. Monitors will avoid any activity or association that might cause, or give the appearance of, a conflict of interest.
- g. Performance Monitor discussions with contractor personnel are not to be used as an attempt to instruct, to direct, to supervise, or to control these personnel in the performance of the order. The role of each task area monitor is to monitor, assess, and evaluate – the Performance Monitor shall not manage the contractor's effort.

2. Documenting Contractor Evaluation and Assessment

Evaluations and assessments conducted and discussions with contractor personnel shall be documented as follows:

- a. Performance Monitors will maintain accurate records reflecting the substance of their significant interactions with contractor personnel. This will be extremely important in the event of any possible misunderstandings.
- b. Minutes of regularly scheduled monthly meetings will be prepared by the COTR and maintained by the CO as part of the official file.

3. Performance Evaluation Reports

- a. Performance Monitors must remain fully cognizant of the minimum requirements for acceptable performance as addressed in the Performance Requirements Summary. Furthermore, Performance Monitors must ensure that these requirements are understood by any other Government point of contact (POC) who provides input to the PM concerning contractor performance. The PM and POC shall maintain a working familiarity with the grading table as reflected in Attachment III-C, for it is critical that the adjective ratings and grades be assigned in strict accordance with corresponding descriptions.
- b. Performance Monitors shall provide informal monthly performance evaluations to the COTR for compilation. Submissions to the COTR shall be in the current version of MS Word for Windows format. The COTR will forward the compiled report to all PM's as the basis of monthly performance discussion with the contractor.
- c. Notification of deficiencies and weaknesses shall be made as soon as possible after identification of the deficiency so that corrective action may be taken.
- d. Performance Monitors shall prepare formal semi-annual Performance Monitor Reports (PMR's) and submit them to the technical coordinator for review and consolidation into a single PMR for the PEB. Performance Monitor Reports shall include an evaluation for each function contained within the PM's functional area. Evaluation of any areas included in the PWS or any IDIQ tasks that are not explicitly covered by an existing performance requirement may be evaluated by an individual write up on the event. Individual events that are covered by an existing performance requirement may also be written up separately if the significance of the event warrants it. Applicable strong and weak points, significant issues, accomplishments, problems, concerns, and any other

appropriate matters will be addressed. This report will in turn be summarized and presented at the functional area level along with a recommended overall adjective rating and grade.