

**Occupational Health Services Contract
(Contract No. DE-AC06-04RL14383)**

CONTRACT MANAGEMENT PLAN

ADVANCEDMED HANFORD, LLC



U.S. Department of Energy
Richland Operations Office

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LIST OF ACRONYMS AND ABBREVIATIONS

AMH	AdvanceMed Hanford, LLC
AMMS	Assistant Manager for Mission Support
AWP	Annual Work Plan
BSC	Balanced Scorecard
CA	Contracting Activity
CAO	Contract Administration Office
CMP	Contract Management Plan
CMT	Contract Management Team
CO	Contracting Officer
COR	Contracting Officer's Representative
CPAF	Cost Plus Award Fee
D4	Deactivation, Decontamination, Decommissioning, and Demolition
DNFSB	Defense Nuclear Facility Safety Board
DOE	Department of Energy
EM	Environmental Management / DOE HQ Office of Environmental Management
FAR	Federal Acquisition Regulation
FDO	Fee Determining Official
FOH	Federal Occupational Health
HAB	Hanford Advisory Board
HPMP	Hanford (Integrated) Programmatic (Risk) Management Plan
OPMO	Organizational Property Management Officer
ORP	Office of River Protection
PA	Property Administrator
PEMP	Performance Evaluation and Measurement Plan
PNNL	Pacific Northwest National Laboratory
PNSO	Pacific Northwest Site Office
RIMS	RL Integrated Management System
RL	Richland Operations Office
SOW	Statement of Work

CONTRACT MANAGEMENT PLAN FOR ADVANCEMED HANFORD

1.0 PURPOSE OF PLAN

The purpose of this Contract Management Plan (CMP) is to provide guidance to Richland Operations Office (RL) employees involved with the management and administration of the Hanford Site Occupational Health Services contract. Such guidance should be a useful tool to help the Department of Energy (DOE) ensure that AdvanceMed Hanford LLC and RL comply with all terms and conditions that govern the contract. This CMP was developed with the guiding principles that it:

- (1) Shall be a useful tool for administering the contract;
- (2) Shall be an executive summary of the roles and responsibilities of the contracting parties;
- (3) Shall identify who is responsible for various contract administration activities; and
- (4) Shall be flexible and adapt to changing circumstances.

This CMP does not include every action that RL must take to make the contract successful. Instead, it summarizes the higher-level requirements, deliverables, and tasks necessary, and describes the overall process with which the tasks are performed. It describes the various contract management processes and how they fit together, but does not contain all of the step-by-step details of those processes. For the most part, these details are contained in the RL Integrated Management System (RIMS) processes and procedures, and specific desk instructions and documents. Familiarization with this CMP and its related references is vital to all RL employees involved in contract management, and each staff member involved in overseeing the AdvanceMed Hanford (AMH) contract is required to read the current contract.

Disclaimer

This CMP is intended solely to provide guidance to Government employees and should not be construed to create any rights or obligations on the part of any person or entity, including the Contractor and its employees. This document is not intended to be either prescriptive or inclusive of all actions necessary to support and/or administer the contract.

2.0 CONTRACT SUMMARY AND BACKGROUND OF THE SCOPE OF WORK

The Hanford Site is located along the Columbia River in southeastern Washington State. The site covers 586-square-miles and consists of a plutonium production complex with nine nuclear reactors and associated processing facilities. Hanford played a pivotal role in the nation's defense for more than 40 years, beginning in the 1940s with the Manhattan Project. Today, under the direction of the U.S. Department of Energy, Hanford is engaged in the world's largest environmental cleanup project, with a number of overlapping technical, political, regulatory, financial, and cultural issues.

DOE has three Federal offices at Hanford. The DOE Richland Operations Office (DOE-RL) is responsible for nuclear waste and facility cleanup, and overall management of the Hanford Site. The DOE Office of River Protection (DOE-ORP) is responsible for cleanup of Hanford Site tank waste. The Pacific Northwest Site Office (PNSO), a component of the DOE's Office of Science, oversees the science and technology mission operated by the contractor-operated Pacific Northwest National Laboratory (PNNL).

Approximately 11,000 personnel currently work on or near the Hanford Site. These 11,000 personnel are employed by a diverse group of site prime contractors, numerous site major subcontractors and DOE. Examples of cleanup workscope ongoing on-site include the following:

- facility deactivation, decontamination, decommissioning and demolition (D4),
- stabilization and storage of nuclear materials in a variety of forms,
- processing and storage of radioactive, chemical and/or mixed wastes,
- soil and groundwater remediation involving a variety of radiological and chemical waste streams.

The facility D4 workscope exposes workers to the risk of chemical and radiological hazards as well as construction-related hazards. The stabilization and management of special nuclear materials exposes workers to radiological hazards. Waste management operations also expose workers to the risk of chemical and radiological hazards.

The mission of the occupational medical program at Hanford is to support the site cleanup mission. The Hanford Site integrated occupational medical program will include both prevention and treatment. The occupational medical program is an integral component of the site safety management system and is critical for maintaining the health and safety of Hanford Site employees. Fitness-for-duty evaluations, first aid services, drug screening, medical qualifications, medical monitoring, emergency medical preparedness planning and job task analyses are just a few examples of the occupational medical services necessary for safe execution of the Hanford Site cleanup mission. In addition, there is an obligation to support epidemiological studies of current and former Hanford employees and implementation of programs such as the Chronic Beryllium Disease Prevention Program (CBDPP) and the Energy Employees Occupational Illness Compensation Program (EEOICP). Furthermore, the Government has a legal obligation to maintain and protect the medical records of current and former Hanford workers. For these reasons, employment of a professional, occupational medical services provider on-site is essential to the successful accomplishment of the Hanford mission.

This is a Cost-Plus-Award-Fee performance-based services contract. The contract reflects the application of performance-based contracting approaches and techniques that emphasize results/outcomes and minimize "how-to" performance descriptions. The Contractor has the responsibility for total performance under this contract, including determining the specific methods for accomplishing the work effort, performing quality control, and assuming accountability for accomplishing the work under the contract.

The objectives of the Hanford Site occupational medical services contract are:

- Provide timely, appropriate and cost-effective tests and examinations, as required in support of the Hanford Site and National Laboratory missions (including outsourced/subcontracted ancillary testing and laboratory work),
- Provide timely diagnosis and treatment of injuries or diseases,
- Provide a medical monitoring program for prior exposures and current potential exposures, with a commensurate action/response program that will be protective of human health and the future well-being of Hanford Site workers,
- Enhance worker health and wellness,
- Provide occupational medical service processes and systems that are consistent with an efficient and effective operation,
- Provide appropriate medical support for emergency preparedness planning, drills, and response to actual emergencies,
- Conduct data gathering and analyses in support of a long-range role of the Contractor in assuring the protection of employee health and a reduction of agency liability, and
- Conduct efforts to reduce the incidence of work-related illnesses and injuries.

The services provided by AMH include:

- Medical Monitoring and Qualification Examinations
- Medical Surveillance
- Diagnosis and Treatment of Injury or Illness
- Monitored Care
- Legacy Health Issues
- Employee Counseling and Health Promotion
- Occupational Health Process Improvement
- Records Management
- Emergency and Disaster Preparedness
- Health Care Cost Management
- Field/Facility Visits
- Case Management
- Records and Data Extraction
- Other Occupational Medical Services
- Reporting

The Period of Performance, excluding transition is January 6, 2004, through September 30, 2013. The estimated contract value is \$141,634,494 (computed by adding the proposed estimated cost of \$133,413,092 and maximum award fee of \$8,221,402). The funding by Fiscal Year is reflected in the contract Section B-3.

3.0 IDENTIFICATION OF KEY CONTRACT MANAGEMENT TEAM MEMBERS, INCLUDING AUTHORITIES AND LIMITATIONS

This Contract Management Plan has been created as required by DOE Acquisition Guide Chapter 42.5. The Occupational Medical Services contract is a major facility management contract with a significant dollar value.

The DOE Headquarters Office of Environmental Management; Deputy Assistant Secretary for Project Management and Acquisition (EM-50) is the Head of Contracting Activity (HCA) for RL. As the Contract Administration Office (CAO), RL is responsible for the AMH contract.¹ The AMH Contract Management Team (CMT) is the group within the CAO that has the primary responsibility for assuring that the contractor delivers the needed occupational medical services. The CMT consists of the RL Manager as the Fee Determining Official, the Assistant Manager for Mission Support (AMMS) as having overall technical and management cognizance over the contract, the designated Contracting Officer (CO), and the Contracting Officer's Representative (COR). Other RL functional organizations support the CMT and their individual roles and responsibilities are described in the sections below.

3.1 Manager, Richland Operations Office

The RL Manager provides the EM onsite presence and is responsible for implementing DOE-HQ policy and direction. The RL Manager has line-management authority and responsibility to integrate administrative and operations requirements into program missions. These responsibilities include, but are not limited to: (1) Establish and communicate expectations; integrate DOE requirements; and through their duties as a designated COR, provide feedback to the contractor; (2) serve as the Fee Determining Official (FDO); (3) monitor overall operations, review work and coordinate activities related to assigned programs and projects; (4) maintain and protect Federal assets; and (5) manage RL staff and administrative systems to assure effective operations.

3.2 Assistant Manager for Mission Support (AMMS)

The AMMS leads the oversight of assigned mission support type contracts, including the AMH occupational medical services contract. Additional AMMS responsibilities, accountabilities, and authorities are available on the RL Roles, Responsibilities, Accountabilities, and Authorities page on the RIMS web site. AMMS responsibilities include:

- Participating as a key member of the AMH CMT.
- Coordinating with the CO and the COR to assure that the contractor is delivering the necessary services and complying with all applicable laws, regulations, DOE policies and procedures, and the contract terms and conditions.
- Delivering assigned government furnished service/information (GFS/I) consistent with the contract.
- Maintaining in-depth operational awareness of the contractor's rendering of occupational medical services.
- Monitoring contractor performance in meeting performance objectives/incentives.

¹ FAR Subpart 2.1 - Definitions

- Providing RL management with accurate and objective information regarding contract performance.
- Promptly notifying management of events that do, or could, significantly affect contract performance.

3.3 Contracting Officer (CO)

The RL AMH Contracting Officer is appointed by the Environmental Management (EM) Head of Contracting Activity (HCA) and is the functional leader of the AMH Contract Management Team. Contracts may be entered into and signed on behalf of the Government only by an appointed CO. The CO has the responsibility and authority to administer the contract and make related determinations and findings. Pursuant to clause G.4, Modification Authority, only the CO is authorized to accept non-conforming work; waive any requirement of the contract; or modify any term or condition of the contract. A CO/COR List is available on the Hanford Intranet, which includes CO/COR authorities and limitations. CO Responsibilities and Authorities are described in the Federal Acquisition Regulation Subpart 1.602.

3.4 Contracting Officer Representative (COR)

The primary role of a COR is to assist the CO in performing certain technical functions in administering the contract. A COR is officially designated in writing by the CO who provides a formal Letter of Designation that defines the CORs specific roles and responsibilities. A COR acts solely as a technical representative of the contracting officer and is not authorized to perform any function that results in a change in the scope, price, or terms and conditions of the contract.² Technical direction provided by a COR is defined in Department of Energy Acquisition Regulation (DEAR) 952.242-70, Technical Direction. Within the AMH contract, the Technical Direction clause is found at section G.3 (and I.1, Clauses Incorporated by Reference).

A COR has the following general responsibilities:

- Provide assistance in areas such as technical monitoring, to include:
 - Provide performance oversight to ensure the products and services for which the COR is responsible are delivered by the Contractor in accordance with the terms and conditions of the contract, including quality;
 - Review and where authorized, approve drawings, testing, samples, and technical information to be delivered under the contract;

² **Supplement 942.270-1 -- Contracting Officer's Representatives.**

The contracting officer may designate other qualified personnel to be the Contracting Officer's Representative (COR) for the purpose of performing certain technical functions in administering a contract. These functions include, but are not limited to, technical monitoring, inspection, approval of shop drawings, testing, and approval of samples. The COR acts solely as a technical representative of the contracting officer and is not authorized to perform any function that results in a change in the scope, price, terms or conditions of the contract. COR designations must be made in writing by the contracting officer, and shall identify the responsibilities and limitations of the designation. A copy of the COR designation must be furnished to the contractor and the contract administration office.

- Monitor expenditures;
 - Perform inspection and acceptance of work, as required;
 - Conduct periodic reviews, audits, and surveillances of the Contractor to ensure compliance with the contract, as required;
 - Perform periodic reviews of the Contractor to evaluate invoices, incremental and provisional payments, and recommend final fee;
 - Provide technical and/or administrative direction to the Contractor in accordance with clause I.1, Technical Direction, and the COR's Letter of Designation;
- Keep the Contracting Officer informed of the contractor's progress and provide prompt notification of any contractual problems or issues.

3.5 Legal Counsel/Litigation COR

The legal counsel/litigation COR has primary responsibility for providing technical direction related to the area of litigation management and legal policy.

3.6 Accounting/Finance

The Financial Management Division, Assistant Manager for Administration, is responsible for ensuring that the contractor's accounting and billing systems are adequate and reflect accurate reporting of costs along with all aspects of financial management including executing procedures, policies, and programs related to budgeting, accounting, financial review, audit, and financial analysis activities. The Financial Management Division coordinates with contractors and RL line organizations for budget preparation and tracking, and provides funds control for all RL funds.

3.7 Industrial Relations/Human Resources

The Contractor Industrial Relations Team provides the following support to RL: (1) Administers the RL/ORP workforce restructuring program; (2) monitors Hanford labor relations programs and reviews/coordinates economic bargaining parameters; (3) serves as a member of the Labor Standard Board for review and approval of plant force work reviews; (4) oversees and approves the RL/ORP prime contractors' personnel appendices; (5) oversees the third-party administration of Hanford contractors' workers' compensation claims; (6) provides lead oversight of the pension and benefits plans for Hanford Site contractors; and (7) provides lead oversight of identified DOE Closure Site legacy pension and benefits plans.

3.8 Certified Realty Specialist

The Certified Realty Specialist provides the review and approvals required to acquire, manage, and dispose of real property. They provide all approvals and recommendations to the CO. In accordance with regulations and DOE guidance, only the CO can provide approval of real estate actions to the contractor.

3.9 Property Administrator

The Property Administrator (PA) is appointed by the CO as the authorized representative assigned to administer the contract requirements and obligations relating to Government personal property, including, but not limited to, evaluating contractor personal property management programs and making recommendations concerning acceptability of the contractor property management systems. The PA develops and applies an oversight program and resolves property administration issues. The PA advises the CO and OPMO of any contractor noncompliance with approved procedures, or other significant problems that cannot be resolved, and recommends appropriate action.

3.10 Other Contract Administration Parties

DOE-Headquarters (HQ) Office of Procurement and Assistance Management provides HQ coordination and contract management guidance for the Occupational Health Services through the RL Procurement Division. The oversight focuses on RL management of the contract.

DOE-HQ Office of Environmental Management (EM) provides overall technical guidance and direction for the Occupational Health Services through the Head of Contracting Activity (HCA), which, for DOE-RL, is the EM Deputy Assistant Secretary for Project Management and Acquisition (EM-50).

The Defense Contract Audit Agency (DCAA), under the authority, direction, and control of the Under Secretary of Defense (Comptroller), is responsible for performing contract audits for the DOE, and providing accounting and financial advisory services regarding contracts and subcontracts for RL contract administration activities. These services are provided in connection with negotiation, administration, and settlement of contracts and subcontracts.

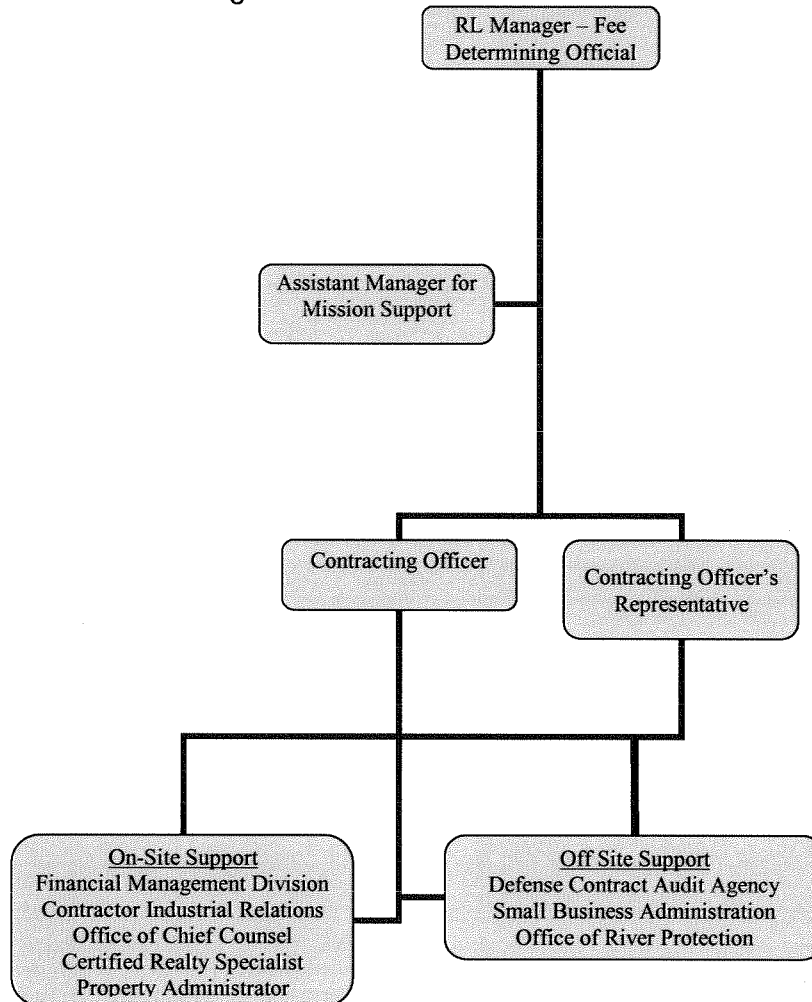
The Small Business Administration provides review and oversight activities and may participate in compliance reviews related to the small business subcontracting plan.

The AMH CMT will work in coordination with other CMTs in both ORP and RL to ensure coordinated contract administration practices are followed across the Hanford Site.

3.11 CMT Interaction

The CMT is responsible for assuring that the contractor delivers the products and services necessary to achieve the overall contract objectives and comply with applicable regulatory requirements. All members of the CMT shall routinely provide relevant information from their respective areas to the appropriate Subject Matter Expert (SME) to facilitate management of the contract. Each member of the CMT will attend regularly scheduled and ad-hoc meetings as necessary to minimize issues from occurring. If issues arise, action items will be assigned and tracked to resolve them. CMT members will effectively manage their area(s) of the contract and keep each other informed to maintain continuity of Occupational Medical Services. The CO and COR will provide daily oversight of the contract and shall frequently communicate, at a minimum of once a week to remain current and actively involved. The CO will primarily seek assistance from the on-site support team and engage the SME's as appropriate to make sound business decisions. The off-site support team will be utilized on a more limited basis when unique

circumstances require their assistance. The AMMS will meet with and advise CMT members to ensure RL management initiatives are addressed.



4.0 CONTRACT IDENTIFICATION

Contractor name:	AdvanceMed Hanford, LLC
Contract number:	DE-AC06-04RL14383
Contract title:	Occupational Health Services
Performance period:	January 6, 2004, through September 30, 2013
Total contract value:	\$141.6M
Contract type:	Cost-Plus-Award-Fee
Contractor key personnel:	Contractor key personnel are identified in contract Clause H.3. The three key positions are: Principal Manager, Site Medical Director, and Clinic Director.
Subcontractor:	HPM Corporation, ~\$4M annually

5.0 CONTRACT MANAGEMENT PROCESSES

5.1 Contract Transition Planning

A comprehensive 60-day transition plan was proposed by AMH at no cost to the Government. Terms and conditions of the transition are in Section C.9.p of the contract. After all protest actions were resolved, AMH's transition was completed on June 12, 2004.

5.2 Contract Communication Protocol

5.2.1 Formal Communications with the Contractor

All formal direction to the Contractor is issued by the CO, or the COR within designated authority. Such direction should be in writing, but may be provided orally in meetings, briefings, phone, or video conferencing. A written record of direction should be created for such oral directions. All formal written correspondence to the Contractor should include the contract number within the subject line. Correspondence will include the following statement, where applicable:

"The Government considers this action to be within the scope of the existing contract and therefore, the action does not involve or authorize any delay in delivery or additional cost to the Government, either direct or indirect."

The following caveat should be included within the body of correspondence issued by CORs:

"If, in my capacity as a Contracting Officer's Representative (COR), I provide any direction which your company believes exceeds my authority you are to immediately notify the Contracting Officer and request clarification prior to complying with the direction."

The CO must be on concurrence for all correspondence to the Contractor (e.g., technical direction by the COR) and receive a copy when issued. Only the CO has the authority to interpret the contract terms and conditions or make changes to the contract.

To ensure correspondence control, all formal correspondence will be addressed to the Contractor's Contract Administrator at the AMH Parent, Computer Sciences Corporation, in Rockville, Maryland. Correspondence will cite the contract number and applicable contract provision and/or GFI/S item number in the letter's subject line. Formal communication from the Contractor should follow a formal contract correspondence tracking system with commitments appropriately assigned and tracked for timely completion.

5.2.2 Informal Communications with the Contractor

Informal communications can occur between an RL employee and any Contractor employee. This type of communication is non-binding for both the Government and the Contractor and does not constitute contract direction (i.e., formal communication). Informal communication can take the form of electronic mail, retrievable databases, telephone, facsimile, presentations, meetings, and other means.

Informal communications between RL and Contractor staff are needed for proper oversight coordination as well as execution of the contract services. This communication should be

constructive in nature. Avoid requesting information obtainable by other means. In their informal communications, RL employees need to avoid the impression the communications are formal. Particularly, when COs or CORs are engaging in informal communications, they must be careful to identify those communications as non-binding. CORs should inform the Contractor as to whether or not the communications or portions thereof are formal or informal. More specific expectations for RL interfaces with Contractors are described in the RIMS Contract Management and Oversight Performance crosscutting processes.

5.2.3 Non-RL Communications

The Contractor will be required to communicate with other entities in conjunction with its responsibilities and workscope. The following parties most likely to be involved are the management and employees of other Hanford Site contractors, Doctors' offices, hospitals and others within the medical professional community, and other federal and State agencies and offices including Hanford Site regulators, the Government Accountability Office, the Defense Nuclear Facilities Safety Board (DNFSB), the Hanford Advisory Board (HAB); Tribal Nations, and the general public. Because these entities are outside of the contractual relationship between the Contractor and RL, their communications to the Contractor may not be construed as contractual direction to change the scope or terms and conditions of the contract. It is expected, however, that these "stakeholder" communications are coordinated or monitored by the CO, COR, or other CMT participant as described in RIMS Inter-Governmental Affairs and Public Affairs crosscutting processes (subject to applicable personal privacy laws, regulations and policies).

5.3 Government Furnished Services/Information

The Government has a responsibility to enable contract performance by ensuring that Government Furnished Services and Information (GFS/I) are available, timely and of the required quality. The AMH contract clauses H.5, Use of Government Property and H.21, Additional Government Furnished Supplies and Services, describe the Government's GFS/I obligations. In addition, contract Section J, Attachment J-2 contains a listing of applicable Government Furnished Property. If additional Contractor-requested GFS/I can be supported by DOE, the Contracting Officer will modify the Section J Attachment J-2 entitled, *Government Furnished Property (GFP) Inventory*, as a DOE commitment to the Contractor.

Typical GFS/I include RL approval of Contractor deliverables such as regulatory decision documents and reports, management reports, and subcontract reviews and consent. If GFS/I are not furnished as specified in the contract, the Contractor may be due an equitable adjustment.

The Contractor's property management program governed by the Department of Energy Acquisition Regulation (DEAR) number 952.245-5 – Government Property (Cost-Reimbursement, Time-and-Material, or Labor-Hour Contracts) (May 2004), which is contained in contract clause I.18. The Contractor will establish and maintain a program in accordance with FAR subpart 45.5 and DEAR subpart 945.5. The system will be reviewed and, if satisfactory, approved in writing by the RL Organizational Property Management Officer (OPMO). Once the system is approved, it will be monitored by the assigned Property Administrator, in coordination with the OPMO, utilizing the Contractor's Balanced Scorecard (BSC) Plan for Property Management and DOE O 580.1. The Contractor submits the BSC Plan on an annual basis for

approval, and conducts an annual self-assessment, utilizing the performance metrics contained in the BSC Plan. Results of the contractor's BSC self-assessment are submitted to the Contracting Officer. If at any time AMH does not manage property commensurate to the terms and conditions to the contract their fee may be reduced depending on the severity of the infraction. Other clauses pertaining to Government Property are found in Sections H.5, Use of Government Property. A listing of Government furnished property is provided in Section J.2 in addition to the property discussed in Section H.21.

5.4 Performance-Based Objectives, Measures, Expectations and Fee Administration

The contract Section C, Statement of Work, contains the desired contract outcomes and associated performance objectives (Sections C.3 and C.4). The Performance Objective is a statement of the outcome or results expected in a specific service area. These objectives are identified in the contract statement of work for each service area.

Some requirements are supplemental to or supportive of the accomplishment of the performance objectives. These requirements are identified as *Necessary Conditions*. The conditions must be satisfied for the Contractor to be eligible for any fee associated with the performance requirements. If any necessary conditions are applicable to all of the service areas, they are identified as *General Necessary Conditions*.

In addition to Performance Objectives, performance *measures* and performance *expectations* are established annually, in the Performance Evaluation Management Plan (PEMP), to gauge the degree to which the Contractor has met the performance objectives in specific service areas. Performance *Measures* are those critical few characteristics or aspects of achieving the objective that will be monitored by the Government. Each objective may have one or more measures. Performance *Expectations* are the annually established target levels, or range of levels, of performance for each performance measure. The PEMP is developed by the COR, with input from other RL program offices and functional organizations as needed. The finalized PEMP is then forwarded to the contractor under letter from the CO.

5.4.1 Method for Monitoring Contractor Performance

The Statement of Work (SOW), Section C.7 through C.9 describes the Performance Objectives for the service areas covered in the AMH contract. In addition to the Section C SOW, the contractor provides an Annual Work Plan (AWP) that proposes a budget for the workscope to be completed during the upcoming fiscal year. The AWP deliverable is a requirement of Contract Clause F.3.

The performance measures and performance expectations associated with each of the Objectives contained in the SOW are developed annually in the PEMP. Throughout the performance period (typically the Oct - Sep Government fiscal year), the RL CMT monitors the contractor's performance against the objectives, measures and expectations established in the SOW and PEMP through periodic status meetings with the contractor, and via periodic progress reports from the contractor. The contractor will provide an annual performance self-assessment to the COR and the CO. The COR and CO will use the information contained in the contractor's self-assessment and obtain feedback from the customers assessing the contractor's performance. AMH is continuously monitored by customers visiting their facility on a daily basis. AMH receives feedback through customer satisfaction surveys. Quarterly customer satisfaction

surveys are submitted to RL and reviewed to indicate the quality, timeliness and overall level of service provided by AMH. In addition, information is gathered from the periodic meetings and reports to draft the annual award fee determination.

The RL COR utilizes the independent reviews and analyses of a doctor and nurse contracted from the Federal Occupational Health (FOH), a unit of the Department of Health and Human Services, and a component of the United States Public Health Service. These independent services are used to both create the annual performance objectives and assess the contractor's progress toward meeting these annual objectives.

Members of the CMT will evaluate each action required of AMH and keep records that are used during the fee determination period. The RL Manager meets monthly with AMH to discuss current challenges, initiatives, issues and to provide feedback.

Ratings of the contractor's performance relative to the service area performance objectives are described in the award fee determination report and translate to a recommended award fee amount. The award fee determination report is approved by the Fee Determining Official (RL Manager). The final fee determination is forwarded to the contractor under letter from the CO.

5.4.2 Fee Administration

Contract clauses concerning fee include:

- B.3 Estimated Cost and Maximum Award Fee
- B.4 Option to Extend the Term of the Contract
- G.1 Billing Instructions
- H.20 Total Available Fee: Performance Fee Amount
- H.22 Payment of Fee
- I.1 Limitation on Withholding of Payments (52.232-9)
- I.1 Prompt Payment (52.232-25)
- I.1 Payment by Electronic Funds Transfer - Central Contractor Registration (52.232-33)
- I.1 Conditional Payment of Fee, Profit, or Incentives (970.5215-3)
- I.1 Reduction or Suspension of Advance, Partial, or Progress Payments (970.5232-1)
- I.12 Conditional Payment of Fee or Profit - Safeguarding Restricted Data and Other Classified Information
- I.20 Payments and Advances

The fee on the AMH contract is primarily administered in accordance with contract clause H.20, Total Available Fee: Performance Fee Amount.

The contractor will have the opportunity to earn 100% of the available fee through objective fee components and/or subjective fee components contained in the Performance Evaluation and Measurement Plan (PEMP). The PEMP may contain annual and multi-year performance measures. Final fee determinations for performance measures are made, approved by the RL Manager and paid per contract clauses H.20 and B.3, Estimated Cost and Maximum Award Fee.

Under the Conditional Payment of Fee clauses at I.1 and I.12, DOE may unilaterally reduce earned fees for failure to meet minimum requirements of the environmental, safety, and health (ES&H) management systems or for failures in safeguarding restricted data or classified information.

5.5 Change Control

5.5.1 Contract Change Control Process

The DOE-RL change control process is described in the RIMS procedure for Integrated Baseline Management. This procedure is found in the RIMS section on Integrated Management and Planning.

5.5.2 Review of Contractor's Requests for Equitable Adjustments

The DOE-RL process for reviewing and approving contractor Requests for Equitable Adjustment (REAs) is contained in the RIMS Integrated Baseline Management procedure, contained in the RIMS section on Integrated Management and Planning

5.6 Contractor Litigation Management

The Department of Energy established regulations covering contractor legal management requirements. The RIMS procedure *Litigation Management - Contractor* crosscutting process was written to assist personnel in controlling and overseeing litigation costs for which contractors seek reimbursement under the terms of their contracts, including general legal services. It also provides information for instances when the contractor is required to provide Richland Operations Office Chief Counsel with a Staffing and Resource Plan for litigation where legal costs over the life of the matter are expected to exceed \$100,000.

5.7 Intra-Agency Coordination

The contractor may coordinate their operational activities with other agencies to execute this contract. These activities would likely be in support of delivery of healthcare services in response to natural health threats (e.g. pandemic), health emergencies (natural or man-made disaster), or preventive measures (e.g. vaccination campaign).

5.8 Contractor Employee Claims System

The Procurement Division is responsible to ensure that the Contractor conducts expedient reporting and processing of employee compensation claims. The RIMS procedure, *RL Oversight of Contractor Human Resource Programs*, describes this area of RL oversight activities. Contract requirements related to Contractor Human Resource Programs are included in clauses H.11, H.12, H.13, H.14, and H.23.

5.9 Contract Records

All records acquired or generated by the contractor in performing this contract are the property of the Government except for those defined as "contractor-owned" in contract clause I.19 "Access to and Ownership of Records" (DEAR Clause 970.5204-3). These records must be delivered to the Government or otherwise disposed of at contract completion or termination, as directed by the CO. Additional Contractor requirements concerning records management are found in clause C.9.h.

All occupational health records generated during the performance of Hanford-related activities will be maintained by the Occupational/Medical Services Contractor and are the property of DOE. All radiation exposure records generated during the performance of Hanford-related activities are the property of DOE and are maintained by Battelle staff at PNNL.

5.10 Contract Closeout

When the Contractor has completed the workscope, the process of verification of contract completion and initiation of contract closeout can commence. RIMS addresses the major elements of contract closeout in the Contract Management crosscutting process, *Contract Management - Closeout* procedure. Contract closeout will conform to the requirements of the Federal Acquisition Regulation (FAR) 4.804, Closeout of Contract Files.

6.0 KEY CONTRACT VULNERABILITIES OR PERFORMANCE RISK AREAS

The Performance Management Plan for the Accelerated Cleanup of the Hanford Site is the overall strategy for reducing risk to workers, the public, and the environment. RL progress in achieving major goals is tracked in the Gold Chart. The Hanford Integrated Programmatic Risk Management Program (HPMP) documents RL's approach to identify, analyze, prioritize, mitigate, and monitor the programmatic risks associated with the accelerated cleanup initiatives. The HPMP, along with both the Project Risk Management and Program Risk Management crosscutting process contained in RIMS, implements risk management at RL. Specific risk management actions required by the AMH contract are described in section C.9.g.

6.1 Contract Vulnerabilities

The provision of occupational medical services to Hanford Site employees does not, by itself, present an inherent risk. However, three risk areas are worth noting:

Risk Description	Basis	Mitigation Strategy
Very tight job market (high demand) for medical professionals (e.g., nurses, clinicians, physician assistants);	Low	<ul style="list-style-type: none"> Work with contractor management and the Federal Occupational Health (FOH) representatives to monitor the medical profession job market situation to ensure contractor succession planning is in place and the workforce remains stable; Ensure contractor's workforce compensation packages are competitive with commercial (non-Hanford) entities in the eastern Washington region;
Continuously changing DOE Directives that impact contract cost;	Low	<ul style="list-style-type: none"> Precise specification of directive applicability; Have a questioning attitude. Why does this apply, how does it apply, what is the specific

		<ul style="list-style-type: none"> cost; Request waivers for those that don't provide a direct benefit; There is an established process of review, accountability, coordination, and tracking of proposed directive changes;
Financial market fluctuations that adversely impact costs to sustain/meet pension plan and retirement benefit commitments;	Medium	<ul style="list-style-type: none"> Work with contractor industrial relations representatives to ensure financial market fluctuation impacts to pension and retirement benefit obligations are closely monitored; Address funding necessities as quickly as feasible given current (existing) circumstances;
Unexpected Emergency	Low	<ul style="list-style-type: none"> Regularly practice in site-wide emergency response plus maintain professional liason with local community health organizations. Emergency response planning integrated in operation planning internally, site-wide and community planning
Loss of Key Personnel	Low	<ul style="list-style-type: none"> Contract requires DOE approval of replacement personnel DOE approval of replacement candidates, depth of internal AMH cross and succession planning.
Decline in quality of services	Low	<ul style="list-style-type: none"> Regularly DOE-vetted QA plan; independent outside medical reviews in support of DOE. Perform robust medical QA and review system to catch trending and promote appropriate corrective response.
Medical Malpractice	Low	<ul style="list-style-type: none"> Medical providers maintain professional licenses (regular training, etc.) and are subject to peer review. The medical providers maintain malpractice insurance.

6.2 CONTRACT DELIVERABLES

AMH deliverables are identified throughout the SOW and consolidated in Section F.3, Reporting Requirements. A listing of the contract deliverables is attached. Specific PBI deliverables are located in the PEMP. These deliverables are monitored by the CMT staff assigned responsibility in RL's FRAM.

7.0 POST-CONTRACT LIABILITIES

Post-contract liabilities include site Pension and Retiree Medical expenses. The Contractor is tasked with prudently managing these benefits and it is DOE policy that, to the greatest extent possible, no new employees are added to the pool of employees eligible for these post contract benefits. Since completion of all site work will extend beyond the performance period of the AMH contract, management of these programs may be transferred to successor Contractor(s).

The contract special terms and conditions are contained in section H. One of the unique terms and conditions is a requirement for the contractor to manage the existing Hanford occupational medical contractor pension plan, funded by the Government. The pension plan is discussed in contract Section H.14, Pension, FAR 52.215-15 -- Pension Adjustments and Asset Reversions, DEAR 952.216-7, Allowable Cost and Payment (Alternate II) and 970.5232-2, Payments and Advances (Alternate II) and Section J.8, Pension Plan.

8.0 INSPECTION AND ACCEPTANCE STRATEGY

Inspection of the contractor's services is accomplished on a daily basis. Any RL or contractor employee that receives AMH's services may submit a customer satisfaction survey as discussed in Section 5.4.1 of this CMP. Additionally, Sections 5.4.1 and 11.0 explain how FOH evaluates AMH's performance against the contract SOW from a medical perspective. The CO and COR inspect and evaluate the contractor's performance on a regular basis. The CO and COR keep records of correspondence for purposes of evaluating the contractor's quality of service from a business perspective. As stated in Section E of the contract, the Government has the right to inspect and test all services called for by the contract, to the extent practicable at all places and times during the term of the contract. The Government shall perform inspections and tests in a manner that does not unduly delay the work.

9.0 STRATEGY FOR COST REDUCTION

Opportunities for cost reduction may be identified by individuals or organizations within the federal or contractor workforce. These opportunities need to be captured and documented for review and analysis by the COR and others within the CMT, as appropriate. The COR will prepare a formal analysis and recommendation for the consideration of the CO and Manager. If approved, the CO will forward to the contractor for implementation.

As a strategy for cost reduction, removal of non-value added requirements is an on-going effort on the AMH contract. As an example, changes to DOE Directives are closely scrutinized by both the Contractor staff and DOE Program representatives to ensure that only those Directives (or Directives changes) that are necessary for the safe and efficient execution of the Hanford Site occupational medical services are incorporated into the AMH contract. Also, prior to the start of each fiscal year, the contractor and DOE discuss the expectations for the upcoming fiscal year. The contractor then prepares and submits its AWP for DOE approval. DOE reviews the AWP to ensure it accurately reflects the Site occupational medical service needs for the upcoming year. The process for reviewing and approving the AWP, developing the PEMP, and assessing contractor performance for fee determination ensures the Site occupational medical services are provided as cost-effectively as possible.

10.0 OTHER SPECIAL EMPHASIS AREAS

The contract performance and administration experience should be reviewed and evaluated for Lessons Learned. The RIMS Lessons Learned program description explains RL's approach at a high level.

11.0 PERFORMANCE METRICS AND STRATEGY FOR DETERMINING CONTRACTOR'S PROGRESS

The contractor's award fee is determined by the Contractor's success in meeting the workscope as defined in Section C, and comparing its success to the PEMP and its compliance with the other contract terms and conditions. The COR will evaluate the Contractor's annual self-assessment and use the independent analysis of the FOH, to develop the fee determination report and recommend award fee amount for review and approval by the FDO.

12.0 CONTRACTOR EMPLOYEE WORKMANS' COMPENSATION CLAIMS SYSTEM

RL is a self-insurer for purposes of workers' compensation coverage and is responsible for making quarterly payments to the Washington State Department of Labor and Industries. Contract clause H.23, Worker's Compensation, requires that the Contractor withhold and forward appropriate employee and employer contributions to RL on a timely basis. Clause H.23 also contains various reporting requirements, payroll certification requirements, and the annual evaluation and analysis of workers' compensation claims which help to ensure appropriate processing of workers' compensation claims. The RL Finance Division regularly reviews workers' compensation payments (monthly) in the process of monitoring and funding the accounts from which claims are paid. The individual responsible for managing RL's workers' compensation program is identified in the RIMS Service Directory.

13.0 MAJOR MILESTONES, PERFORMANCE INCENTIVES AND REPORTING REQUIREMENTS

As stated in Section 4.0 of this plan, the AMH contract utilizes the CPAF contract type and performance-based fees, as identified in contract Table B.3, Estimated Cost and Maximum Award Fee, to drive performance and cost savings. Performance incentives are further described in the annual PEMP.

The milestones applicable to this contract include the annual deliverable requirements contained in the contract section F.3. The deliverables include such items as the contractor's self-assessment and the annual work plan.

13.1 Near-Term Contract Deliverables and Hold Points

A listing of reports, content, frequency and recipients are listed in the contract section F.3, Reporting Requirements.

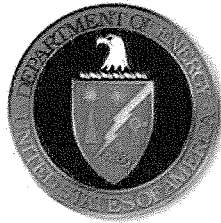
14.0 INVOICE PROCESSING

In accordance with Section G.1 Billing Instructions, Public Voucher, the Contractor shall submit to the Government a monthly Public Voucher (SF-1034). The Government recommended simultaneous submittals of invoices to both the CO and the Vendor Invoice Approval System (VIAS) administration office in Oak Ridge, TN to prevent delay in processing of invoices. DEAR 952.216-7 Allowable Cost and Payment requires the contractor to submit an invoice or voucher supported by a statement of the claimed allowable cost for performing this contract. Invoices are normally paid by the Government within 30 days of payment request. The DOE-RL invoice review and approval process is further described in the Acquisition Management section of RIMS, in the desktop procedure number PRO-020.

**Occupational Health Services Contract
(Contract No. DE-AC06-04RL14383)**

CONTRACT MANAGEMENT PLAN

ADVANCEMED HANFORD, LLC



U.S. Department of Energy
Richland Operations Office

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LIST OF ACRONYMS AND ABBREVIATIONS

AMH	AdvanceMed Hanford, LLC
AMMS	Assistant Manager for Mission Support
AWP	Annual Work Plan
BSC	Balanced Scorecard
CA	Contracting Activity
CAO	Contract Administration Office
CMP	Contract Management Plan
CMT	Contract Management Team
CO	Contracting Officer
COR	Contracting Officer's Representative
CPAF	Cost Plus Award Fee
D4	Deactivation, Decontamination, Decommissioning, and Demolition
DNFSB	Defense Nuclear Facility Safety Board
DOE	Department of Energy
EM	Environmental Management / DOE HQ Office of Environmental Management
FAR	Federal Acquisition Regulation
FDO	Fee Determining Official
FOH	Federal Occupational Health
HAB	Hanford Advisory Board
HPMP	Hanford (Integrated) Programmatic (Risk) Management Plan
OPMO	Organizational Property Management Officer
ORP	Office of River Protection
PA	Property Administrator
PEMP	Performance Evaluation and Measurement Plan
PNNL	Pacific Northwest National Laboratory
PNSO	Pacific Northwest Site Office
RIMS	RL Integrated Management System
RL	Richland Operations Office
SOW	Statement of Work

CONTRACT MANAGEMENT PLAN FOR ADVANCEMED HANFORD

1.0 PURPOSE OF PLAN

The purpose of this Contract Management Plan (CMP) is to provide guidance to Richland Operations Office (RL) employees involved with the management and administration of the Hanford Site Occupational Health Services contract. Such guidance should be a useful tool to help the Department of Energy (DOE) ensure that AdvanceMed Hanford LLC and RL comply with all terms and conditions that govern the contract. This CMP was developed with the guiding principles that it:

- (1) Shall be a useful tool for administering the contract;
- (2) Shall be an executive summary of the roles and responsibilities of the contracting parties;
- (3) Shall identify who is responsible for various contract administration activities; and
- (4) Shall be flexible and adapt to changing circumstances.

This CMP does not include every action that RL must take to make the contract successful. Instead, it summarizes the higher-level requirements, deliverables, and tasks necessary, and describes the overall process with which the tasks are performed. It describes the various contract management processes and how they fit together, but does not contain all of the step-by-step details of those processes. For the most part, these details are contained in the RL Integrated Management System (RIMS) processes and procedures, and specific desk instructions and documents. Familiarization with this CMP and its related references is vital to all RL employees involved in contract management, and each staff member involved in overseeing the AdvanceMed Hanford (AMH) contract is required to read the current contract.

Disclaimer

This CMP is intended solely to provide guidance to Government employees and should not be construed to create any rights or obligations on the part of any person or entity, including the Contractor and its employees. This document is not intended to be either prescriptive or inclusive of all actions necessary to support and/or administer the contract.

2.0 CONTRACT SUMMARY AND BACKGROUND OF THE SCOPE OF WORK

The Hanford Site is located along the Columbia River in southeastern Washington State. The site covers 586-square-miles and consists of a plutonium production complex with nine nuclear reactors and associated processing facilities. Hanford played a pivotal role in the nation's defense for more than 40 years, beginning in the 1940s with the Manhattan Project. Today, under the direction of the U.S. Department of Energy, Hanford is engaged in the world's largest environmental cleanup project, with a number of overlapping technical, political, regulatory, financial, and cultural issues.

DOE has three Federal offices at Hanford. The DOE Richland Operations Office (DOE-RL) is responsible for nuclear waste and facility cleanup, and overall management of the Hanford Site. The DOE Office of River Protection (DOE-ORP) is responsible for cleanup of Hanford Site tank waste. The Pacific Northwest Site Office (PNSO), a component of the DOE's Office of Science, oversees the science and technology mission operated by the contractor-operated Pacific Northwest National Laboratory (PNNL).

Approximately 11,000 personnel currently work on or near the Hanford Site. These 11,000 personnel are employed by a diverse group of site prime contractors, numerous site major subcontractors and DOE. Examples of cleanup workscope ongoing on-site include the following:

- facility deactivation, decontamination, decommissioning and demolition (D4),
- stabilization and storage of nuclear materials in a variety of forms,
- processing and storage of radioactive, chemical and/or mixed wastes,
- soil and groundwater remediation involving a variety of radiological and chemical waste streams.

The facility D4 workscope exposes workers to the risk of chemical and radiological hazards as well as construction-related hazards. The stabilization and management of special nuclear materials exposes workers to radiological hazards. Waste management operations also expose workers to the risk of chemical and radiological hazards.

The mission of the occupational medical program at Hanford is to support the site cleanup mission. The Hanford Site integrated occupational medical program will include both prevention and treatment. The occupational medical program is an integral component of the site safety management system and is critical for maintaining the health and safety of Hanford Site employees. Fitness-for-duty evaluations, first aid services, drug screening, medical qualifications, medical monitoring, emergency medical preparedness planning and job task analyses are just a few examples of the occupational medical services necessary for safe execution of the Hanford Site cleanup mission. In addition, there is an obligation to support epidemiological studies of current and former Hanford employees and implementation of programs such as the Chronic Beryllium Disease Prevention Program (CBDPP) and the Energy Employees Occupational Illness Compensation Program (EEOICP). Furthermore, the Government has a legal obligation to maintain and protect the medical records of current and former Hanford workers. For these reasons, employment of a professional, occupational medical services provider on-site is essential to the successful accomplishment of the Hanford mission.

This is a Cost-Plus-Award-Fee performance-based services contract. The contract reflects the application of performance-based contracting approaches and techniques that emphasize results/outcomes and minimize "how-to" performance descriptions. The Contractor has the responsibility for total performance under this contract, including determining the specific methods for accomplishing the work effort, performing quality control, and assuming accountability for accomplishing the work under the contract.

The objectives of the Hanford Site occupational medical services contract are:

- Provide timely, appropriate and cost-effective tests and examinations, as required in support of the Hanford Site and National Laboratory missions (including outsourced/subcontracted ancillary testing and laboratory work),
- Provide timely diagnosis and treatment of injuries or diseases,
- Provide a medical monitoring program for prior exposures and current potential exposures, with a commensurate action/response program that will be protective of human health and the future well-being of Hanford Site workers,
- Enhance worker health and wellness,
- Provide occupational medical service processes and systems that are consistent with an efficient and effective operation,
- Provide appropriate medical support for emergency preparedness planning, drills, and response to actual emergencies,
- Conduct data gathering and analyses in support of a long-range role of the Contractor in assuring the protection of employee health and a reduction of agency liability, and
- Conduct efforts to reduce the incidence of work-related illnesses and injuries.

The services provided by AMH include:

- Medical Monitoring and Qualification Examinations
- Medical Surveillance
- Diagnosis and Treatment of Injury or Illness
- Monitored Care
- Legacy Health Issues
- Employee Counseling and Health Promotion
- Occupational Health Process Improvement
- Records Management
- Emergency and Disaster Preparedness
- Health Care Cost Management
- Field/Facility Visits
- Case Management
- Records and Data Extraction
- Other Occupational Medical Services
- Reporting

The Period of Performance, excluding transition is January 6, 2004, through September 30, 2013. The estimated contract value is \$141,634,494 (computed by adding the proposed estimated cost of \$133,413,092 and maximum award fee of \$8,221,402). The funding by Fiscal Year is reflected in the contract Section B-3.

3.0 IDENTIFICATION OF KEY CONTRACT MANAGEMENT TEAM MEMBERS, INCLUDING AUTHORITIES AND LIMITATIONS

This Contract Management Plan has been created as required by DOE Acquisition Guide Chapter 42.5. The Occupational Medical Services contract is a major facility management contract with a significant dollar value.

The DOE Headquarters Office of Environmental Management; Deputy Assistant Secretary for Project Management and Acquisition (EM-50) is the Head of Contracting Activity (HCA) for RL. As the Contract Administration Office (CAO), RL is responsible for the AMH contract.¹ The AMH Contract Management Team (CMT) is the group within the CAO that has the primary responsibility for assuring that the contractor delivers the needed occupational medical services. The CMT consists of the RL Manager as the Fee Determining Official, the Assistant Manager for Mission Support (AMMS) as having overall technical and management cognizance over the contract, the designated Contracting Officer (CO), and the Contracting Officer's Representative (COR). Other RL functional organizations support the CMT and their individual roles and responsibilities are described in the sections below.

3.1 Manager, Richland Operations Office

The RL Manager provides the EM onsite presence and is responsible for implementing DOE-HQ policy and direction. The RL Manager has line-management authority and responsibility to integrate administrative and operations requirements into program missions. These responsibilities include, but are not limited to: (1) Establish and communicate expectations; integrate DOE requirements; and through their duties as a designated COR, provide feedback to the contractor; (2) serve as the Fee Determining Official (FDO); (3) monitor overall operations, review work and coordinate activities related to assigned programs and projects; (4) maintain and protect Federal assets; and (5) manage RL staff and administrative systems to assure effective operations.

3.2 Assistant Manager for Mission Support (AMMS)

The AMMS leads the oversight of assigned mission support type contracts, including the AMH occupational medical services contract. Additional AMMS responsibilities, accountabilities, and authorities are available on the RL Roles, Responsibilities, Accountabilities, and Authorities page on the RIMS web site. AMMS responsibilities include:

- Participating as a key member of the AMH CMT.
- Coordinating with the CO and the COR to assure that the contractor is delivering the necessary services and complying with all applicable laws, regulations, DOE policies and procedures, and the contract terms and conditions.
- Delivering assigned government furnished service/information (GFS/I) consistent with the contract.
- Maintaining in-depth operational awareness of the contractor's rendering of occupational medical services.
- Monitoring contractor performance in meeting performance objectives/incentives.

¹ FAR Subpart 2.1 - Definitions

- Providing RL management with accurate and objective information regarding contract performance.
- Promptly notifying management of events that do, or could, significantly affect contract performance.

3.3 Contracting Officer (CO)

The RL AMH Contracting Officer is appointed by the Environmental Management (EM) Head of Contracting Activity (HCA) and is the functional leader of the AMH Contract Management Team. Contracts may be entered into and signed on behalf of the Government only by an appointed CO. The CO has the responsibility and authority to administer the contract and make related determinations and findings. Pursuant to clause G.4, Modification Authority, only the CO is authorized to accept non-conforming work; waive any requirement of the contract; or modify any term or condition of the contract. A CO/COR List is available on the Hanford Intranet, which includes CO/COR authorities and limitations. CO Responsibilities and Authorities are described in the Federal Acquisition Regulation Subpart 1.602.

3.4 Contracting Officer Representative (COR)

The primary role of a COR is to assist the CO in performing certain technical functions in administering the contract. A COR is officially designated in writing by the CO who provides a formal Letter of Designation that defines the CORs specific roles and responsibilities. A COR acts solely as a technical representative of the contracting officer and is not authorized to perform any function that results in a change in the scope, price, or terms and conditions of the contract.² Technical direction provided by a COR is defined in Department of Energy Acquisition Regulation (DEAR) 952.242-70, Technical Direction. Within the AMH contract, the Technical Direction clause is found at section G.3 (and I.1, Clauses Incorporated by Reference).

A COR has the following general responsibilities:

- Provide assistance in areas such as technical monitoring, to include:
 - Provide performance oversight to ensure the products and services for which the COR is responsible are delivered by the Contractor in accordance with the terms and conditions of the contract, including quality;
 - Review and where authorized, approve drawings, testing, samples, and technical information to be delivered under the contract;

² **Supplement 942.270-1 -- Contracting Officer's Representatives.**

The contracting officer may designate other qualified personnel to be the Contracting Officer's Representative (COR) for the purpose of performing certain technical functions in administering a contract. These functions include, but are not limited to, technical monitoring, inspection, approval of shop drawings, testing, and approval of samples. The COR acts solely as a technical representative of the contracting officer and is not authorized to perform any function that results in a change in the scope, price, terms or conditions of the contract. COR designations must be made in writing by the contracting officer, and shall identify the responsibilities and limitations of the designation. A copy of the COR designation must be furnished to the contractor and the contract administration office.

- Monitor expenditures;
 - Perform inspection and acceptance of work, as required;
 - Conduct periodic reviews, audits, and surveillances of the Contractor to ensure compliance with the contract, as required;
 - Perform periodic reviews of the Contractor to evaluate invoices, incremental and provisional payments, and recommend final fee;
 - Provide technical and/or administrative direction to the Contractor in accordance with clause I.1, Technical Direction, and the COR's Letter of Designation;
- Keep the Contracting Officer informed of the contractor's progress and provide prompt notification of any contractual problems or issues.

3.5 Legal Counsel/Litigation COR

The legal counsel/litigation COR has primary responsibility for providing technical direction related to the area of litigation management and legal policy.

3.6 Accounting/Finance

The Financial Management Division, Assistant Manager for Administration, is responsible for ensuring that the contractor's accounting and billing systems are adequate and reflect accurate reporting of costs along with all aspects of financial management including executing procedures, policies, and programs related to budgeting, accounting, financial review, audit, and financial analysis activities. The Financial Management Division coordinates with contractors and RL line organizations for budget preparation and tracking, and provides funds control for all RL funds.

3.7 Industrial Relations/Human Resources

The Contractor Industrial Relations Team provides the following support to RL: (1) Administers the RL/ORP workforce restructuring program; (2) monitors Hanford labor relations programs and reviews/coordinates economic bargaining parameters; (3) serves as a member of the Labor Standard Board for review and approval of plant force work reviews; (4) oversees and approves the RL/ORP prime contractors' personnel appendices; (5) oversees the third-party administration of Hanford contractors' workers' compensation claims; (6) provides lead oversight of the pension and benefits plans for Hanford Site contractors; and (7) provides lead oversight of identified DOE Closure Site legacy pension and benefits plans.

3.8 Certified Reality Specialist

The Certified Reality Specialist provides the review and approvals required to acquire, manage, and dispose of real property. They provide all approvals and recommendations to the CO. In accordance with regulations and DOE guidance, only the CO can provide approval of real estate actions to the contractor.

3.9 Property Administrator

The Property Administrator (PA) is appointed by the CO as the authorized representative assigned to administer the contract requirements and obligations relating to Government personal property, including, but not limited to, evaluating contractor personal property management programs and making recommendations concerning acceptability of the contractor property management systems. The PA develops and applies an oversight program and resolves property administration issues. The PA advises the CO and OPMO of any contractor noncompliance with approved procedures, or other significant problems that cannot be resolved, and recommends appropriate action.

3.10 Other Contract Administration Parties

DOE-Headquarters (HQ) Office of Procurement and Assistance Management provides HQ coordination and contract management guidance for the Occupational Health Services through the RL Procurement Division. The oversight focuses on RL management of the contract.

DOE-HQ Office of Environmental Management (EM) provides overall technical guidance and direction for the Occupational Health Services through the Head of Contracting Activity (HCA), which, for DOE-RL, is the EM Deputy Assistant Secretary for Project Management and Acquisition (EM-50).

The Defense Contract Audit Agency (DCAA), under the authority, direction, and control of the Under Secretary of Defense (Comptroller), is responsible for performing contract audits for the DOE, and providing accounting and financial advisory services regarding contracts and subcontracts for RL contract administration activities. These services are provided in connection with negotiation, administration, and settlement of contracts and subcontracts.

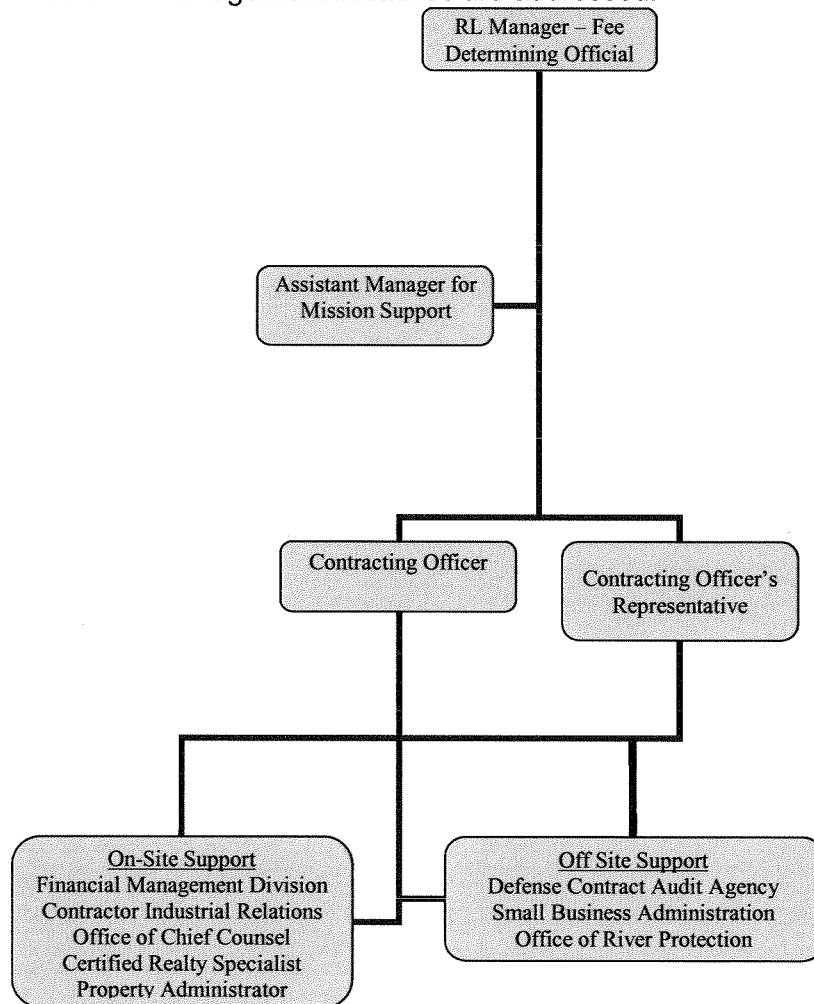
The Small Business Administration provides review and oversight activities and may participate in compliance reviews related to the small business subcontracting plan.

The AMH CMT will work in coordination with other CMTs in both ORP and RL to ensure coordinated contract administration practices are followed across the Hanford Site.

3.11 CMT Interaction

The CMT is responsible for assuring that the contractor delivers the products and services necessary to achieve the overall contract objectives and comply with applicable regulatory requirements. All members of the CMT shall routinely provide relevant information from their respective areas to the appropriate Subject Matter Expert (SME) to facilitate management of the contract. Each member of the CMT will attend regularly scheduled and ad-hoc meetings as necessary to minimize issues from occurring. If issues arise, action items will be assigned and tracked to resolve them. CMT members will effectively manage their area(s) of the contract and keep each other informed to maintain continuity of Occupational Medical Services. The CO and COR will provide daily oversight of the contract and shall frequently communicate, at a minimum of once a week to remain current and actively involved. The CO will primarily seek assistance from the on-site support team and engage the SME's as appropriate to make sound business decisions. The off-site support team will be utilized on a more limited basis when unique

circumstances require their assistance. The AMMS will meet with and advise CMT members to ensure RL management initiatives are addressed.



4.0 CONTRACT IDENTIFICATION

Contractor name: AdvanceMed Hanford, LLC
 Contract number: DE-AC06-04RL14383
 Contract title: Occupational Health Services
 Performance period: January 6, 2004, through September 30, 2013
 Total contract value: \$141.6M
 Contract type: Cost-Plus-Award-Fee
 Contractor key personnel: Contractor key personnel are identified in contract Clause H.3. The three key positions are: Principal Manager, Site Medical Director, and Clinic Director.
 Subcontractor: HPM Corporation, ~\$4M annually

5.0 CONTRACT MANAGEMENT PROCESSES

5.1 Contract Transition Planning

A comprehensive 60-day transition plan was proposed by AMH at no cost to the Government. Terms and conditions of the transition are in Section C.9.p of the contract. After all protest actions were resolved, AMH's transition was completed on June 12, 2004.

5.2 Contract Communication Protocol

5.2.1 Formal Communications with the Contractor

All formal direction to the Contractor is issued by the CO, or the COR within designated authority. Such direction should be in writing, but may be provided orally in meetings, briefings, phone, or video conferencing. A written record of direction should be created for such oral directions. All formal written correspondence to the Contractor should include the contract number within the subject line. Correspondence will include the following statement, where applicable:

"The Government considers this action to be within the scope of the existing contract and therefore, the action does not involve or authorize any delay in delivery or additional cost to the Government, either direct or indirect."

The following caveat should be included within the body of correspondence issued by CORs:

"If, in my capacity as a Contracting Officer's Representative (COR), I provide any direction which your company believes exceeds my authority you are to immediately notify the Contracting Officer and request clarification prior to complying with the direction."

The CO must be on concurrence for all correspondence to the Contractor (e.g., technical direction by the COR) and receive a copy when issued. Only the CO has the authority to interpret the contract terms and conditions or make changes to the contract.

To ensure correspondence control, all formal correspondence will be addressed to the Contractor's Contract Administrator at the AMH Parent, Computer Sciences Corporation, in Rockville, Maryland. Correspondence will cite the contract number and applicable contract provision and/or GFI/S item number in the letter's subject line. Formal communication from the Contractor should follow a formal contract correspondence tracking system with commitments appropriately assigned and tracked for timely completion.

5.2.2 Informal Communications with the Contractor

Informal communications can occur between an RL employee and any Contractor employee. This type of communication is non-binding for both the Government and the Contractor and does not constitute contract direction (i.e., formal communication). Informal communication can take the form of electronic mail, retrievable databases, telephone, facsimile, presentations, meetings, and other means.

Informal communications between RL and Contractor staff are needed for proper oversight coordination as well as execution of the contract services. This communication should be

constructive in nature. Avoid requesting information obtainable by other means. In their informal communications, RL employees need to avoid the impression the communications are formal. Particularly, when COs or CORs are engaging in informal communications, they must be careful to identify those communications as non-binding. CORs should inform the Contractor as to whether or not the communications or portions thereof are formal or informal. More specific expectations for RL interfaces with Contractors are described in the RIMS Contract Management and Oversight Performance crosscutting processes.

5.2.3 Non-RL Communications

The Contractor will be required to communicate with other entities in conjunction with its responsibilities and workscope. The following parties most likely to be involved are the management and employees of other Hanford Site contractors, Doctors' offices, hospitals and others within the medical professional community, and other federal and State agencies and offices including Hanford Site regulators, the Government Accountability Office, the Defense Nuclear Facilities Safety Board (DNFSB), the Hanford Advisory Board (HAB); Tribal Nations, and the general public. Because these entities are outside of the contractual relationship between the Contractor and RL, their communications to the Contractor may not be construed as contractual direction to change the scope or terms and conditions of the contract. It is expected, however, that these "stakeholder" communications are coordinated or monitored by the CO, COR, or other CMT participant as described in RIMS Inter-Governmental Affairs and Public Affairs crosscutting processes (subject to applicable personal privacy laws, regulations and policies).

5.3 Government Furnished Services/Information

The Government has a responsibility to enable contract performance by ensuring that Government Furnished Services and Information (GFS/I) are available, timely and of the required quality. The AMH contract clauses H.5, Use of Government Property and H.21, Additional Government Furnished Supplies and Services, describe the Government's GFS/I obligations. In addition, contract Section J, Attachment J-2 contains a listing of applicable Government Furnished Property. If additional Contractor-requested GFS/I can be supported by DOE, the Contracting Officer will modify the Section J Attachment J-2 entitled, *Government Furnished Property (GFP) Inventory*, as a DOE commitment to the Contractor.

Typical GFS/I include RL approval of Contractor deliverables such as regulatory decision documents and reports, management reports, and subcontract reviews and consent. If GFS/I are not furnished as specified in the contract, the Contractor may be due an equitable adjustment.

The Contractor's property management program governed by the Department of Energy Acquisition Regulation (DEAR) number 952.245-5 – Government Property (Cost-Reimbursement, Time-and-Material, or Labor-Hour Contracts) (May 2004), which is contained in contract clause I.18. The Contractor will establish and maintain a program in accordance with FAR subpart 45.5 and DEAR subpart 945.5. The system will be reviewed and, if satisfactory, approved in writing by the RL Organizational Property Management Officer (OPMO). Once the system is approved, it will be monitored by the assigned Property Administrator, in coordination with the OPMO, utilizing the Contractor's Balanced Scorecard (BSC) Plan for Property Management and DOE O 580.1. The Contractor submits the BSC Plan on an annual basis for

approval, and conducts an annual self-assessment, utilizing the performance metrics contained in the BSC Plan. Results of the contractor's BSC self-assessment are submitted to the Contracting Officer. If at any time AMH does not manage property commensurate to the terms and conditions to the contract their fee may be reduced depending on the severity of the infraction. Other clauses pertaining to Government Property are found in Sections H.5, Use of Government Property. A listing of Government furnished property is provided in Section J.2 in addition to the property discussed in Section H.21.

5.4 Performance-Based Objectives, Measures, Expectations and Fee Administration

The contract Section C, Statement of Work, contains the desired contract outcomes and associated performance objectives (Sections C.3 and C.4). The Performance Objective is a statement of the outcome or results expected in a specific service area. These objectives are identified in the contract statement of work for each service area.

Some requirements are supplemental to or supportive of the accomplishment of the performance objectives. These requirements are identified as *Necessary Conditions*. The conditions must be satisfied for the Contractor to be eligible for any fee associated with the performance requirements. If any necessary conditions are applicable to all of the service areas, they are identified as *General Necessary Conditions*.

In addition to Performance Objectives, performance *measures* and performance *expectations* are established annually, in the Performance Evaluation Management Plan (PEMP), to gauge the degree to which the Contractor has met the performance objectives in specific service areas. Performance *Measures* are those critical few characteristics or aspects of achieving the objective that will be monitored by the Government. Each objective may have one or more measures. Performance *Expectations* are the annually established target levels, or range of levels, of performance for each performance measure. The PEMP is developed by the COR, with input from other RL program offices and functional organizations as needed. The finalized PEMP is then forwarded to the contractor under letter from the CO.

5.4.1 Method for Monitoring Contractor Performance

The Statement of Work (SOW), Section C.7 through C.9 describes the Performance Objectives for the service areas covered in the AMH contract. In addition to the Section C SOW, the contractor provides an Annual Work Plan (AWP) that proposes a budget for the workscope to be completed during the upcoming fiscal year. The AWP deliverable is a requirement of Contract Clause F.3.

The performance measures and performance expectations associated with each of the Objectives contained in the SOW are developed annually in the PEMP. Throughout the performance period (typically the Oct - Sep Government fiscal year), the RL CMT monitors the contractor's performance against the objectives, measures and expectations established in the SOW and PEMP through periodic status meetings with the contractor, and via periodic progress reports from the contractor. The contractor will provide an annual performance self-assessment to the COR and the CO. The COR and CO will use the information contained in the contractor's self-assessment and obtain feedback from the customers assessing the contractor's performance. AMH is continuously monitored by customers visiting their facility on a daily basis. AMH receives feedback through customer satisfaction surveys. Quarterly customer satisfaction

surveys are submitted to RL and reviewed to indicate the quality, timeliness and overall level of service provided by AMH. In addition, information is gathered from the periodic meetings and reports to draft the annual award fee determination.

The RL COR utilizes the independent reviews and analyses of a doctor and nurse contracted from the Federal Occupational Health (FOH), a unit of the Department of Health and Human Services, and a component of the United States Public Health Service. These independent services are used to both create the annual performance objectives and assess the contractor's progress toward meeting these annual objectives.

Members of the CMT will evaluate each action required of AMH and keep records that are used during the fee determination period. The RL Manager meets monthly with AMH to discuss current challenges, initiatives, issues and to provide feedback.

Ratings of the contractor's performance relative to the service area performance objectives are described in the award fee determination report and translate to a recommended award fee amount. The award fee determination report is approved by the Fee Determining Official (RL Manager). The final fee determination is forwarded to the contractor under letter from the CO.

5.4.2 Fee Administration

Contract clauses concerning fee include:

- B.3 Estimated Cost and Maximum Award Fee
- B.4 Option to Extend the Term of the Contract
- G.1 Billing Instructions
- H.20 Total Available Fee: Performance Fee Amount
- H.22 Payment of Fee
- I.1 Limitation on Withholding of Payments (52.232-9)
- I.1 Prompt Payment (52.232-25)
- I.1 Payment by Electronic Funds Transfer - Central Contractor Registration (52.232-33)
- I.1 Conditional Payment of Fee, Profit, or Incentives (970.5215-3)
- I.1 Reduction or Suspension of Advance, Partial, or Progress Payments (970.5232-1)
- I.12 Conditional Payment of Fee or Profit - Safeguarding Restricted Data and Other Classified Information
- I.20 Payments and Advances

The fee on the AMH contract is primarily administered in accordance with contract clause H.20, Total Available Fee: Performance Fee Amount.

The contractor will have the opportunity to earn 100% of the available fee through objective fee components and/or subjective fee components contained in the Performance Evaluation and Measurement Plan (PEMP). The PEMP may contain annual and multi-year performance measures. Final fee determinations for performance measures are made, approved by the RL Manager and paid per contract clauses H.20 and B.3, Estimated Cost and Maximum Award Fee.

Under the Conditional Payment of Fee clauses at I.1 and I.12, DOE may unilaterally reduce earned fees for failure to meet minimum requirements of the environmental, safety, and health (ES&H) management systems or for failures in safeguarding restricted data or classified information.

5.5 Change Control

5.5.1 Contract Change Control Process

The DOE-RL change control process is described in the RIMS procedure for Integrated Baseline Management. This procedure is found in the RIMS section on Integrated Management and Planning.

5.5.2 Review of Contractor's Requests for Equitable Adjustments

The DOE-RL process for reviewing and approving contractor Requests for Equitable Adjustment (REAs) is contained in the RIMS Integrated Baseline Management procedure, contained in the RIMS section on Integrated Management and Planning

5.6 Contractor Litigation Management

The Department of Energy established regulations covering contractor legal management requirements. The RIMS procedure *Litigation Management - Contractor* crosscutting process was written to assist personnel in controlling and overseeing litigation costs for which contractors seek reimbursement under the terms of their contracts, including general legal services. It also provides information for instances when the contractor is required to provide Richland Operations Office Chief Counsel with a Staffing and Resource Plan for litigation where legal costs over the life of the matter are expected to exceed \$100,000.

5.7 Intra-Agency Coordination

The contractor may coordinate their operational activities with other agencies to execute this contract. These activities would likely be in support of delivery of healthcare services in response to natural health threats (e.g. pandemic), health emergencies (natural or man-made disaster), or preventive measures (e.g. vaccination campaign).

5.8 Contractor Employee Claims System

The Procurement Division is responsible to ensure that the Contractor conducts expedient reporting and processing of employee compensation claims. The RIMS procedure, *RL Oversight of Contractor Human Resource Programs*, describes this area of RL oversight activities. Contract requirements related to Contractor Human Resource Programs are included in clauses H.11, H.12, H.13, H.14, and H.23.

5.9 Contract Records

All records acquired or generated by the contractor in performing this contract are the property of the Government except for those defined as "contractor-owned" in contract clause I.19 "Access to and Ownership of Records" (DEAR Clause 970.5204-3). These records must be delivered to the Government or otherwise disposed of at contract completion or termination, as directed by the CO. Additional Contractor requirements concerning records management are found in clause C.9.h.

All occupational health records generated during the performance of Hanford-related activities will be maintained by the Occupational/Medical Services Contractor and are the property of DOE. All radiation exposure records generated during the performance of Hanford-related activities are the property of DOE and are maintained by Battelle staff at PNNL.

5.10 Contract Closeout

When the Contractor has completed the workscope, the process of verification of contract completion and initiation of contract closeout can commence. RIMS addresses the major elements of contract closeout in the Contract Management crosscutting process, *Contract Management - Closeout* procedure. Contract closeout will conform to the requirements of the Federal Acquisition Regulation (FAR) 4.804, Closeout of Contract Files.

6.0 KEY CONTRACT VULNERABILITIES OR PERFORMANCE RISK AREAS

The Performance Management Plan for the Accelerated Cleanup of the Hanford Site is the overall strategy for reducing risk to workers, the public, and the environment. RL progress in achieving major goals is tracked in the Gold Chart. The Hanford Integrated Programmatic Risk Management Program (HPMP) documents RL's approach to identify, analyze, prioritize, mitigate, and monitor the programmatic risks associated with the accelerated cleanup initiatives. The HPMP, along with both the Project Risk Management and Program Risk Management crosscutting process contained in RIMS, implements risk management at RL. Specific risk management actions required by the AMH contract are described in section C.9.g.

6.1 Contract Vulnerabilities

The provision of occupational medical services to Hanford Site employees does not, by itself, present an inherent risk. However, three risk areas are worth noting:

Risk Description	Basis	Mitigation Strategy
Very tight job market (high demand) for medical professionals (e.g., nurses, clinicians, physician assistants);	Low	<ul style="list-style-type: none"> Work with contractor management and the Federal Occupational Health (FOH) representatives to monitor the medical profession job market situation to ensure contractor succession planning is in place and the workforce remains stable; Ensure contractor's workforce compensation packages are competitive with commercial (non-Hanford) entities in the eastern Washington region;
Continuously changing DOE Directives that impact contract cost;	Low	<ul style="list-style-type: none"> Precise specification of directive applicability; Have a questioning attitude. Why does this apply, how does it apply, what is the specific

		<ul style="list-style-type: none"> cost; Request waivers for those that don't provide a direct benefit; There is an established process of review, accountability, coordination, and tracking of proposed directive changes;
Financial market fluctuations that adversely impact costs to sustain/meet pension plan and retirement benefit commitments;	Medium	<ul style="list-style-type: none"> Work with contractor industrial relations representatives to ensure financial market fluctuation impacts to pension and retirement benefit obligations are closely monitored; Address funding necessities as quickly as feasible given current (existing) circumstances;
Unexpected Emergency	Low	<ul style="list-style-type: none"> Regularly practice in site-wide emergency response plus maintain professional liason with local community health organizations. Emergency response planning integrated in operation planning internally, site-wide and community planning
Loss of Key Personnel	Low	<ul style="list-style-type: none"> Contract requires DOE approval of replacement personnel DOE approval of replacement candidates, depth of internal AMH cross and succession planning.
Decline in quality of services	Low	<ul style="list-style-type: none"> Regularly DOE-vetted QA plan; independent outside medical reviews in support of DOE. Perform robust medical QA and review system to catch trending and promote appropriate corrective response.
Medical Malpractice	Low	<ul style="list-style-type: none"> Medical providers maintain professional licenses (regular training, etc.) and are subject to peer review. The medical providers maintain malpractice insurance.

6.2 CONTRACT DELIVERABLES

AMH deliverables are identified throughout the SOW and consolidated in Section F.3, Reporting Requirements. A listing of the contract deliverables is attached. Specific PBI deliverables are located in the PEMP. These deliverables are monitored by the CMT staff assigned responsibility in RL's FRAM.

7.0 POST-CONTRACT LIABILITIES

Post-contract liabilities include site Pension and Retiree Medical expenses. The Contractor is tasked with prudently managing these benefits and it is DOE policy that, to the greatest extent possible, no new employees are added to the pool of employees eligible for these post contract benefits. Since completion of all site work will extend beyond the performance period of the AMH contract, management of these programs may be transferred to successor Contractor(s).

The contract special terms and conditions are contained in section H. One of the unique terms and conditions is a requirement for the contractor to manage the existing Hanford occupational medical contractor pension plan, funded by the Government. The pension plan is discussed in contract Section H.14, Pension, FAR 52.215-15 -- Pension Adjustments and Asset Reversions, DEAR 952.216-7, Allowable Cost and Payment (Alternate II) and 970.5232-2, Payments and Advances (Alternate II) and Section J.8, Pension Plan.

8.0 INSPECTION AND ACCEPTANCE STRATEGY

Inspection of the contractor's services is accomplished on a daily basis. Any RL or contractor employee that receives AMH's services may submit a customer satisfaction survey as discussed in Section 5.4.1 of this CMP. Additionally, Sections 5.4.1 and 11.0 explain how FOH evaluates AMH's performance against the contract SOW from a medical perspective. The CO and COR inspect and evaluate the contractor's performance on a regular basis. The CO and COR keep records of correspondence for purposes of evaluating the contractor's quality of service from a business perspective. As stated in Section E of the contract, the Government has the right to inspect and test all services called for by the contract, to the extent practicable at all places and times during the term of the contract. The Government shall perform inspections and tests in a manner that does not unduly delay the work.

9.0 STRATEGY FOR COST REDUCTION

Opportunities for cost reduction may be identified by individuals or organizations within the federal or contractor workforce. These opportunities need to be captured and documented for review and analysis by the COR and others within the CMT, as appropriate. The COR will prepare a formal analysis and recommendation for the consideration of the CO and Manager. If approved, the CO will forward to the contractor for implementation.

As a strategy for cost reduction, removal of non-value added requirements is an on-going effort on the AMH contract. As an example, changes to DOE Directives are closely scrutinized by both the Contractor staff and DOE Program representatives to ensure that only those Directives (or Directives changes) that are necessary for the safe and efficient execution of the Hanford Site occupational medical services are incorporated into the AMH contract. Also, prior to the start of each fiscal year, the contractor and DOE discuss the expectations for the upcoming fiscal year. The contractor then prepares and submits its AWP for DOE approval. DOE reviews the AWP to ensure it accurately reflects the Site occupational medical service needs for the upcoming year. The process for reviewing and approving the AWP, developing the PEMP, and assessing contractor performance for fee determination ensures the Site occupational medical services are provided as cost-effectively as possible.

10.0 OTHER SPECIAL EMPHASIS AREAS

The contract performance and administration experience should be reviewed and evaluated for Lessons Learned. The RIMS Lessons Learned program description explains RL's approach at a high level.

11.0 PERFORMANCE METRICS AND STRATEGY FOR DETERMINING CONTRACTOR'S PROGRESS

The contractor's award fee is determined by the Contractor's success in meeting the workscope as defined in Section C, and comparing its success to the PEMP and its compliance with the other contract terms and conditions. The COR will evaluate the Contractor's annual self-assessment and use the independent analysis of the FOH, to develop the fee determination report and recommend award fee amount for review and approval by the FDO.

12.0 CONTRACTOR EMPLOYEE WORKMANS' COMPENSATION CLAIMS SYSTEM

RL is a self-insurer for purposes of workers' compensation coverage and is responsible for making quarterly payments to the Washington State Department of Labor and Industries. Contract clause H.23, Worker's Compensation, requires that the Contractor withhold and forward appropriate employee and employer contributions to RL on a timely basis. Clause H.23 also contains various reporting requirements, payroll certification requirements, and the annual evaluation and analysis of workers' compensation claims which help to ensure appropriate processing of workers' compensation claims. The RL Finance Division regularly reviews workers' compensation payments (monthly) in the process of monitoring and funding the accounts from which claims are paid. The individual responsible for managing RL's workers' compensation program is identified in the RIMS Service Directory.

13.0 MAJOR MILESTONES, PERFORMANCE INCENTIVES AND REPORTING REQUIREMENTS

As stated in Section 4.0 of this plan, the AMH contract utilizes the CPAF contract type and performance-based fees, as identified in contract Table B.3, Estimated Cost and Maximum Award Fee, to drive performance and cost savings. Performance incentives are further described in the annual PEMP.

The milestones applicable to this contract include the annual deliverable requirements contained in the contract section F.3. The deliverables include such items as the contractor's self-assessment and the annual work plan.

13.1 Near-Term Contract Deliverables and Hold Points

A listing of reports, content, frequency and recipients are listed in the contract section F.3, Reporting Requirements.

14.0 INVOICE PROCESSING

In accordance with Section G.1 Billing Instructions, Public Voucher, the Contractor shall submit to the Government a monthly Public Voucher (SF-1034). The Government recommended simultaneous submittals of invoices to both the CO and the Vendor Invoice Approval System (VIAS) administration office in Oak Ridge, TN to prevent delay in processing of invoices. DEAR 952.216-7 Allowable Cost and Payment requires the contractor to submit an invoice or voucher supported by a statement of the claimed allowable cost for performing this contract. Invoices are normally paid by the Government within 30 days of payment request. The DOE-RL invoice review and approval process is further described in the Acquisition Management section of RIMS, in the desktop procedure number PRO-020.

15.0 SUBCONTRACT MANAGEMENT

The Contractor's subcontracting process is governed by FAR clause 52.244-2 "Subcontracts (Aug 1998) – Alternate II (Aug 1998)", which is contained in the contract by reference, in clause I.1. The Contractor must submit subcontract packages to the CO for review, and to obtain the CO's written *consent to subcontract* prior to placing subcontracts as specified in 52.244-2. The CO will process the proposed subcontract in accordance with the RIMS document number PRO-045A "Review Requirements for Contracts, Subcontracts, and Financial Assistance Agreements", and in accordance with the DOE Acquisition Guide Chapter 71 "Review and Approval of Contract and Financial Assistance Actions".

When submittal of a subcontract consent package is required, it should be submitted in two phases: 1) The first phase is a submittal of the package with all documentation available just prior to issuance of the solicitation, to include the solicitation (RFP, IFB, RFQ, etc.) itself; and 2) the complete package just prior to award, to include the subcontract award document.

16.0 AGREEMENTS WITH STATE, COMMUNITY, OR OTHER ENTITIES

The contractor and/or RL are parties to agreements and understandings with Federal, state, and local government agencies as mentioned in the contract SOW, section C.1, Introduction: The Hanford Site. Specifically the Hanford Federal Facility Agreement and Consent Order, commonly called the Tri Party Agreement, which is maintained collectively by the U.S. Department of Energy, the U.S. Environmental Protection Agency, and the State of Washington Department of Ecology.

Attachments

Appendix

- A. The following table is excerpted from the contract and contains the deliverables identified throughout scope of work contained in Section C.

Table F.3, Summary of Contract Deliverables:

Routine Reporting Requirements			
Title	Content	Frequency	Recipient
Annual Work 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	Annually	Program Office (DOE-RL Site Services Division - SSD), Contracting Officer
Occupational Medicine Program Appraisal	Self-assessment survey instrument for occupational medical program, facilities and professional staff	Annually	Program Office (SSD)
Tier II Emergency and Hazardous Chemical Inventory	Contractor chemical inventory is included in the site document compiled by the Project Hanford Management Contractor (PHMC), as required by the Emergency Planning and Community Right-To-know Act 312.	Annually	Regulatory Compliance and Analysis Division (RCA), Asst. Mgr for Planning and Integration (AMI)
Dangerous Waste and Biennial Waste Minimization Report	Report includes shipping information, waste description and category, and recycling credit for RCRA Wastes (compiled by the Project Hanford Management Contractor [PHMC])	Annually, with quarterly input	PHMC, then DOE HQ, EPA and WA Dept of Ecology
Toxic Chemical Release Inventory Report	Report lists release of EPCRA 313 chemical quantities	Annually	PHMC, then DOE HQ, EPA and WA Dept of Ecology
Site Medical Director's Report	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	Annually (January 31 st of each yr or as designated by DOE CO)	Program Office (SSD)

Routine Reporting Requirements			
Title	Content	Frequency	Recipient
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.	Monthly	Program Office (SSD)
Employee Concerns Report	Information on status of employee concerns program -- cumulative, for the fiscal year	Quarterly	Employee Concerns Program (ECP), Asst. Mgr for Safety and Engineering (AMSE)
Collective Bargaining Agreement	Copy of the Agreement	End of negotiations	Procurement Division (PRO)
Public Voucher (SF-1034)	Incurred costs	Monthly	In accordance with Contract Section G.1, <i>Billing Instructions</i>
Billing Rate Variance Report	Variance between estimated and actual rates for services	As required	Financial Management Division (FMD)
Safeguards and Security Monitoring Activity Report	Substance dependence monitoring program and psychological monitoring	Monthly	Security and Emergency Services Division (SES)
Controlled Substances Inventory	Indicates control and protection of Government property	Semiannually	Site Services Division (SSD)
Report of Records Holdings	Identifies volume of active records being maintained by the Contractor	Annually	Site Services Division (SSD)
Records Inventory and Disposal Schedules	Identifies active records and approved schedule for disposition of records	Annually	Site Services Division (SSD)
Report progress on meeting SB/SDB subcontracting goals (SF 294/295)	Reports progress toward Section 3021 ³ goals by providing subcontract award data.	Annually	Procurement Division (PRO)

³ Section 3021(a) of the Energy Policy Act of 1992 (P.L. 102-486)

Routine Reporting Requirements			
Title	Content	Frequency	Recipient
Estimates of Onsite Reconciling Transfers	Identifies work performed for other Hanford Site Contractors.	Quarterly	Financial Management Division (FMD)
Budget Call (UNICALL) data gathering and reporting	Budget formulation for the budget year and outyears.	Annually	Financial Management Division (FMD)
Customer Satisfaction Report	A report that summarizes the results of customer satisfaction surveys from end-users and site contractor management.	Quarterly	Program Office (SSD)