

AWARD FEE PERFORMANCE EVALUATION PLAN

FOR

WSR-88D Operational Support

Task Order Support Service

Version 1.0

(Date of Approval)

RS Information Systems, Inc.

APPROVED:

Fee Determining Official
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Table of Contents

<u>Section</u>	<u>Title</u>	<u>Page</u>
1.0	Introduction	1
2.0	Organization Structure for Award Fee Administration	1
3.0	Award Fee Process	2
4.0	Performance Evaluation Criteria	4
5.0	Evaluation of Overall Performance and Relationship to Award-Fee	4

Attachments

<u>Attach</u>	<u>Title</u>	<u>Page</u>
1.	Actions and Schedules for Award Determination	7
2.	Fee Allocation Matrix	8
3.	Task Order Level Evaluation Factors	10
4.	Task-Specific Evaluation Factors	14
5.	Special Project Evaluation Factors	19

Award Fee Plan

1.0 Introduction

This award fee plan contains the direction for the WSR-88D Operational Support program office's evaluation of RSIS's performance in supporting the Radar Operations Center. The award fee program provides a performance incentive for the contractor and gives the Government a tool to identify and reward superior performance. The amount of award fee the contractor earns is based on a subjective evaluation by the Government of the quality of the contractor's performance as measured against the criteria contained in this plan.

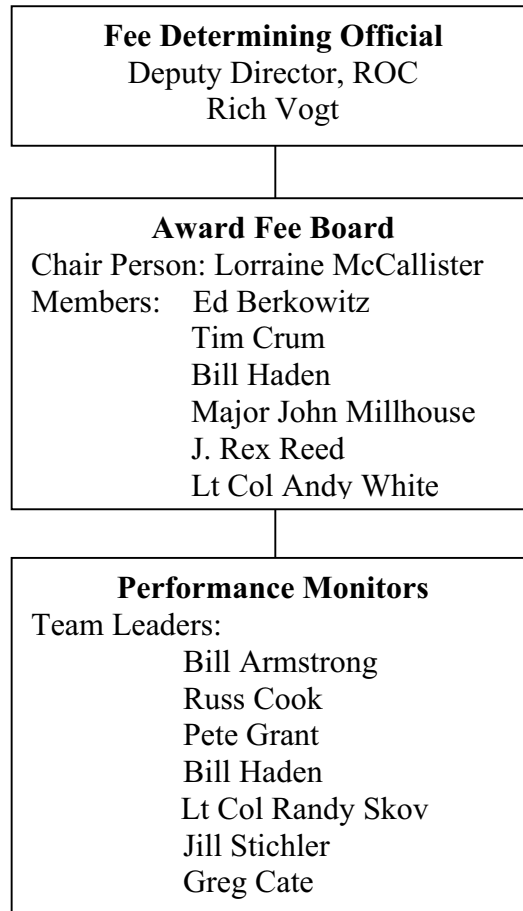
The RSIS award fee plan was tailored to balance the cost of evaluation and reporting against the value of the program. It provides a streamlined, yet inclusive, methodology and set of criteria to accurately capture and report on RSIS's performance for the WSR-88D program. The plan was developed with the following objectives:

- Provide for evaluation of the contractor performance levels taking into consideration contributing circumstances and contractor resourcefulness.
- Focus the contractor on areas of greatest importance for program success.
- Clearly communicate evaluation procedures and provide for effective communication between the contractor and the Government evaluators who make the award fee performance evaluations.
- Be kept as simple as possible commensurate with the complexity and dollar value of the tasks performed.

Award fee programs have proven to be an excellent tool to enhance communication and measure the quantity, quality, and timeliness of the contractor's performance. It provides the Government a flexible means to identify and reward superior performance, but also permits consideration of the circumstances under which that performance was achieved. It is therefore important that this award fee plan be a living document that is continuously reviewed and updated. As experience is gained in monitoring performance, the WSR-88D program office is encouraged to modify specific criteria and associated performance metrics to ensure they closely link the amount of fee earned to the successful achievement of mission objectives.

2.0 Organizational Structure for Award Fee Administration

The award fee organization consists of the Fee Determining Official (FDO), the award fee review board, and performance monitors. The award fee organization is shown below.



a. Fee Determining Official. The FDO is Mr. Richard Vogt, Deputy Director, Radar Operations Center (ROC). The FDO approves the award fee plan and any significant changes. The FDO reviews the recommendations of the award fee review board, considers all pertinent data, and determines the earned award fee amount for each evaluation period.

b. Award Fee Board. The chair of the award fee board is Ms. Lorraine McCallister, Contracting Officer's Technical Representative (COTR). The award fee board reviews the results of the performance monitors' evaluation of the contractor's performance, considers all information for pertinent sources, and prepares an earned award fee recommendation for the consideration of the FDO. The award fee board will also recommend changes to this plan.

c. Contracting Officer. The contracting officer, Ms. Tina Burnette, acts as the liaison between the contractor and Government personnel. The contracting officer ensures that the earned award fee is provided to the contractor as directed by the FDO.

d. Performance Monitors. Performance monitors (Team Leaders) document the contractor's performance against evaluation criteria in their assigned evaluation area(s). Performance monitors' primary responsibilities include (1) monitoring, evaluating and

assessing contractor performance in assigned areas, (2) preparing evaluation reports (contractor observation reports) that ensure a fair and accurate portrayal of the contractor's performance, and (3) recommending changes to the plan to the award fee board.

3.0 Award Fee Process

The amount of award fee earned, if any, is based on an evaluation by the Government of the quality of the contractor's performance in accordance with the award fee plan. The Government will determine the amount of award fee beginning with the six-month period (s) ending September 30, 2001 (April 1 - September 30, 2001) and March 31, 2002 (October 1, 2001 – March 31, 2002). A schedule of award fee events is found in Attachment 1. The available award fee pool for each evaluation period is shown in the Fee Allocation Matrix at Attachment 2.

The earned award fee will be paid based on a subjective assessment of the contractor's performance during each evaluation period. The determination of award fee earned for each evaluation period will be made unilaterally by the FDO within 30 workdays of the end of the evaluation period.

The Chair of the award fee board is responsible for gathering contractor observation reports from the performance monitors for each evaluation period and preparing the award fee board recommendation. Upon completion of the draft semi-annual award fee recommendation report, the Chair of the award fee board shall invite the contractor to review the report and provide comments as well as a self-assessment of their performance for the period. Both the award fee board's report and contractor's self-assessment will be provided to the FDO for consideration.

In determining the award fee, the FDO will consider the results of the award fee board's evaluation of the contractor's performance against the criteria identified in this plan, as well as information provided by the contractor. The decision of the FDO is documented in the Award Fee Determination Report and is final.

The contracting officer will notify the contractor of the FDO's decision including explanation of the assessment of the contractor's performance as measured against the evaluation criteria and the amount and percentage of the award fee earned. The notification will identify significant areas of performance and include the reasons why the fee was or was not earned. Given the importance of communication in the award fee process, the contracting officer, assisted by the performance monitors, will be available to "debrief" the contractor to ensure all parties understand the performance assessments.

The earned award fee will be provided to the contractor through task order modification not later than 45 working days after the end of the reported six-month evaluation period. The determination of the FDO (including the amount of the award fee), the determination of contractor performance against the award fee criteria, and the assessment of the nature and success of the contractor's performance is final and not subject to the Disputes clause

of the basic contract. Additionally, unearned award fee does not carry over and is not made part of the subsequent award fee pool.

The Government may unilaterally change the award fee plan and evaluation criteria at any time prior to the start of the semi-annual review period. In fact, the Government is encouraged to continuously fine-tune the criteria and areas of emphasis as lessons are learned and better performance metrics are identified. Award fee programs are most successful when they are continuously reviewed and improved.

4.0 Performance Evaluation Criteria

The award fee program for the WSR-88D support service task order focuses on a limited number of highly representative award fee evaluation criteria factors. This approach is taken because spreading the award fee over a large number of factors significantly increases administrative burden and dilutes the emphasis of the truly important factors. Therefore, the award fee evaluation criteria factors for the WSR-88D program focus on three overarching categories: cost, schedule, and quality of product/effort.

In addition, where possible, the criteria focus on final results, such as the quality of the end item or service, and the actual schedule and cost of their delivery or completion rather than on interim milestones or deliverables.

The award fee evaluation criteria are divided into two sections: Task Order Level and Specific Task (e.g., Task 1 Systems Radar/Engineering, Task 2 Documentation, etc.). The focus of the Task Order Level evaluation criteria is on contract level factors such as staffing (low turnover), continued education/training of the workforce, responsiveness to management, and cost and schedule performance. It is intended to consolidate evaluation at the task order level for such items as cost and schedule and allow the specific task evaluators to focus their attention on the quality of effort/achievement for each task. As such, the specific task criteria examine the quality of performance in each of the six task area.

Specific performance criteria for the Task Order Level, Task-Specific, and Special Projects are detailed in Attachments 3, 4, and 5 to this plan, respectively.

5.0 Evaluation of Overall Performance and Relationship to Award Fee

In determining the amount of award fee, the contractor will be evaluated against the following adjectival/point score system:

Exceptional: 90 – 100: Performance is consistently beyond expectations and delivered products and services clearly meet or exceed mission objectives in an efficient and economical manner.

Very Good: 80 – 89: Contractor’s cost, schedule, and quality performance meets or exceeds expectations and delivered products and services meet mission objectives.

Satisfactory: 70 – 79: Performance meets or exceeds minimum acceptable standards providing adequate results.

Unsatisfactory: Under 70: Performance does not meet minimum acceptable standards in one of more areas. Deficiencies adversely affect WSR-88D System performance.

The evaluators will assign point values based on their evaluation of performance against the award fee evaluation criteria identified in Attachments 3 and 4. The total averaged point value equates to the percentage of award fee earned by the contractor.

Adjectival Rating	Point Value	Award Fee Percentage
Exceptional	90 – 100 Points	90 – 100 %
Very Good	80 – 89 Points	80 – 89 %
Satisfactory	70 – 79 Points	70 – 79 %
Unsatisfactory	Under 70 Points	0 %

For example, if based on their evaluation of the contractor’s performance in the specific Task 1 (System Radar/Engineering) the contractor was rated “Exceptional” and assigned a point value of 95, the contractor would be awarded 95% of the award fee pool for that period).

Following that example, as shown by the fee allocation matrix (Attachment 2), Task 1 represents 20% (\$14,902) of the available award fee pool for the first period (\$74,511). With an evaluation score of 95, the contractor would be awarded \$14,157 for their efforts in Task 1 System Radar/Engineering.

Similar calculations would be performed for the overall Task Order Level criteria (e.g., Staffing 3%, Education/Training 3%, Responsiveness 3%, Cost Control 3%, Schedule 3%), and remaining Specific Tasks 2 through 6 (valued at from 5% to 20% each of the total available CLIN 0003 award fee).

Finally, special projects would be rated using the criteria developed for each special project performed that period and the sum of the points would equate to the total award fee earned by the contractor.

For example—

Task Order Level:

Award Fee potential: \$11,177 (15% of total possible CLIN award fee)

Total Score: 93*

Award Fee earned: $93\% \times \$11,177 = \$10,395$

Task 1 Systems Radar/Engineering:

Award Fee potential: \$14,902 (20% of total possible CLIN award fee)

Total Score: 95*

Award Fee earned: $95\% \times \$14,902 = \$14,157$

Task 2 Documentation

Total Score: 95*

Award Fee potential: \$7,451 (10% of total possible CLIN award fee)

Award Fee earned: $95\% \times \$7,451 = \$7,078$

Task 3 etc.

Special Projects (Award fee based on target cost for 6 month period)

Special Project X (Target cost \$178,194 for evaluation period) **

Total Score: 91%

Award Fee potential: $6\% \times \$178,194 = \$10,692$

Award Fee earned: $91\% \times \$10,692 = \$9,710$

Total Award Fee earned: \$XXX,000.00 = 92% of pool

* Averaged sum of percentages for Staffing, Education/training, Responsiveness, Cost, and Schedule factors

** Example only. Each special project will be assigned its percentage of the award fee potential at the end of the evaluation period

Attachment 1

Actions and Schedules for Award Fee Determinations

The following is a summary of actions involved in determining the award fee.

Action	Timeline
1. Award fee board Chair and members appointed	Prior to first evaluation period
2. Award fee board appoints performance monitors	Prior to first evaluation period
3. Performance monitors receive orientation training and guidance	Prior to first evaluation period
4. Award fee board meets to discuss the evaluation criteria/award fee plan. If it is determined no change is necessary it must be noted	30 days prior to commencement of performance period
5. Award fee board considers recommendations and prepares changes to the award fee plan for approval by FDO	15 days prior to commencement of performance period
6. FDO accepts/rejects/modifies changes and provides revised plan to award fee board chair for distribution to contractor and Government evaluation team	5 days prior to commencement of performance period
7. Performance monitors assess performance and discuss results with contractor	Ongoing after start of performance period
8. Contractor conducts self assessment of performance	2 workdays after end of performance period
9. Task Leaders e-mail contractor performance observation to the COTR and award fee board	6 workdays after end of performance period
10. Award fee board meets and summarizes preliminary findings	10 workdays after end of performance period
11. Award fee board establishes findings and recommendations	15 workdays after end of performance period
12. Award fee board findings and recommendations presented to FDO	20 workdays after end of performance period
13. FDO considers award fee board findings and recommendations and contractor self-assessment and determines earned award fee	22 workdays after end of performance period
14. FDO transmits fee determination to Contracting Officer	NLT 30 workdays after end of performance period
15. Contracting Officer issues modification and authorizes transmittal of payment to contractor	NLT 45 workdays after end of performance period

Attachment 2 Fee Allocation Matrix

Performance Category	Option I April 1 2001 Thru September 30 2001	Option I October 1 2001 Thru March 31 2002
CLIN 0003 \$149,022	\$74,511	\$74,511
Task Order Level	15% \$11,177	15% \$11,177
-----	-----	-----
Staffing (20%)	\$2,235	\$2,235
Education/Training (20%)	\$2,235	\$2,235
Responsiveness (20%)	\$2,235	\$2,235
Cost (20%)	\$2,236	\$2,236
Schedule (20%)	\$2,236	\$2,236
Task 1 System/Radar Engineering	20% \$14,902	20% \$14,902
Task 2 Documentation	10% \$7,451	10% \$7,451
Task 3 Software Engineering	20% \$14,902	20% \$14,902
Task 4 Office Automation/Microcomputer Support	15 % \$11,177	15% \$11,177
Task 5 Operations	5% \$3,725	5% \$3,725
Task 6 Integrated Logistics Configuration Mgt	15% \$11,177	15% \$11,177
CLIN 0004 \$123,818	\$61,909 NTE	\$61,909 NTE
Special Projects Based on target cost of each special project for 6 months		

Option I: April 1, 2001 to March 31, 2002:

CLIN 0003 Sustaining Tasks/Projects Order Fee Dollars

Target Cost	Fixed Fee (2%)	Award Fee (6%)	Total
\$2,483,699	\$49,674	\$149,022	\$2,682,395

CLIN 0004 Special Projects (Not to exceed)

Target Cost	Fixed Fee (2%)	Award Fee (6%)	Total
\$2,063,625	\$41,272	\$123,818	\$2,228,715

Option II: April 1, 2002 to March 31, 2003:

CLIN 0005 Sustaining Tasks/Projects Order Fee Dollars

Target Cost	Fixed Fee (2%)	Award Fee (6%)	Total
\$2,416,620	\$48,333	\$144,997	\$2,609,950

CLIN 0006 Special Projects (Not to exceed)

Target Cost	Fixed Fee (2%)	Award Fee (6%)	Total
\$1,996,695	\$39,934	\$119,802	\$2,156,431

Option III: April 1, 2003 to March 31, 2004:

CLIN 0007 Sustaining Tasks/Projects Order Fee Dollars

Target Cost	Fixed Fee (2%)	Award Fee (6%)	Total
\$2,403,982	\$48,080	\$144,239	\$2,596,301

CLIN 0008 Special Projects (Not to exceed)

Target Cost	Fixed Fee (2%)	Award Fee (6%)	Total
\$1,984,202	\$39,684	\$119,052	\$2,142,938

Option IV: April 1, 2004 to June 30, 2005:

CLIN 0009 Sustaining Tasks/Projects Order Fee Dollars

Target Cost	Fixed Fee (2%)	Award Fee (6%)	Total
\$2,428,414	\$48,568	\$145,705	\$2,622,687

CLIN 0010 Special Projects (Not to exceed)

Target Cost	Fixed Fee (2%)	Award Fee (6%)	Total
\$2,270,276	\$45,406	\$136,216	\$2,451,898

Attachment 3

Task Order Level Evaluation Factors

For each award fee period, the contractor will be evaluated based on the following factors.

Task Order Level: CLIN 0003 Award Fee Pool

Staffing: 3% of CLIN 0003 Award Fee Pool

Did the contractor manage work and use manpower and resources in an economic and effective manner? Were highly qualified staff members retained over the period?

Exceptional: With exception of employees removed for cause or at Government's request, contractor employee turnover was limited to less than 5% of individuals assigned to the task order.

Very Good: With exception of employees removed for cause or at Government's request, contractor employee turnover was limited to less than 10% of individuals assigned to the task order.

Satisfactory: With exception of employees removed for cause or at Government's request, contractor employee turnover was limited to less than 15% of individuals assigned to the task order.

Unsatisfactory: With exception of employees removed for cause or at Government's request, contractor employee turnover was greater than 15% of individuals assigned to the task order.

Education/Training: 3% of CLIN 0003 Award Fee Pool

Did the assigned employees receive continuing education and training to maintain their skills and expertise? [Note: This is a recommended interim evaluation factor. Number of continuing education units/training classes is a better measure, as it does not inhibit the contractor from sending same employees to multiple courses during the period.]

Exceptional: 15% of assigned employees received continuing education/training.

Very Good: 10% of assigned employees received continuing education/training.

Satisfactory: 5% of assigned employees received continuing education/training.

Unsatisfactory: Less than 5% of assigned employees received continuing education/training.

Responsiveness: 3% of CLIN 0003 Award Fee Pool

Did the contractor respond to delivery orders, technical direction, and problems in an effective and timely manner? Were personnel and management issues resolved at the appropriate management level?

Exceptional: Contractor management was very effective at resolving issues in a timely manner at the appropriate management level. All issues raised to the Government offered recommendations for corrective action.

Very Good: Contractor management was effective at resolving issues in a timely manner at the appropriate management level. Nearly all issues raised to the Government offered recommendations for corrective action.

Satisfactory: Contractor management was generally effective at resolving issues in a timely manner at the appropriate management level. Most issues raised to the Government offered recommendations for corrective action.

Unsatisfactory: Contractor management was at times ineffective at resolving issues in a timely manner at the appropriate management level.

Cost*: 3% of CLIN 0003 Award Fee Pool

Did the contractor provide complete cost estimates and effective cost control and management?

Exceptional: Actual costs were below estimates for 95% of tasks performed in the evaluation period. Contractor developed accurate and well substantiated cost estimates and consistently used cost-saving measures when possible.

Very Good: Actual costs were below estimates for 90% of tasks completed during the evaluation period. Contractor developed accurate and well-substantiated costs estimates and generally used cost savings measures when possible.

Satisfactory: Actual costs were below estimates for 85% of the tasks completed during the evaluation period.

Unsatisfactory: Actual costs were below estimates for 80% of the tasks completed during the evaluation period.

Schedule: 3% of CLIN 0003 Award Fee Pool

Did the contractor provide deliverables in a timely and effective manner and in accordance with established milestones?

Exceptional: 95% of tasks were completed on or ahead of schedule, in spite of impediments. The Government was informed in advance of problems in meeting schedule and work-around plans were provided.

Very Good: A minimum of 90% of the tasks in the evaluation period was completed on or ahead of schedule in spite of impediments. The Government was informed in advance of problems in meeting schedule and effective work-around plans were provided.

Satisfactory: A minimum of 85% of the tasks in the evaluation period was completed on or ahead of schedule. The Government was generally informed in advance of problems in meeting schedule and work-around plans were usually provided.

Unsatisfactory: A minimum of 80% of the tasks in the evaluation period was completed on or ahead of schedule. At times the Government was not informed in advance of schedule delays and work-around plans were not provided.

* In evaluating cost control, the evaluators must focus on the contractor's ability to control, adjust, and accurately project task order costs through:

- Control of direct labor costs,
- Control of indirect and overtime costs, and
- Cost reductions through the use of cost savings programs, cost avoidance methodologies, alternative design and process methods, etc.

This factor is measured against the task order's estimated costs. Note that, while important, the evaluation of the contractor's cost control and management cannot be considered in isolation. Contractors should not be rewarded for excelling in cost control to the detriment of schedule and quality criteria. The following rules apply:

- If the contractor's average score for all other evaluation factors is 81 or greater (very good or excellent) and it achieves a cost under run, the contractor can receive up to the maximum cost allocation for cost control depending on the amount of the under run.

- If the average numerical score for all other factors is between 60 and 80 (good or satisfactory) the contractor can receive up to 75% of the maximum cost allocation.
- If the average numerical score for all other factors is less than 60, the contractor can receive up to 50% of the maximum cost allocation.

Attachment 4

Task-Specific Evaluation Factors

Task 1 Systems/Radar Engineering: 20% of CLIN 0003 Award Fee Pool

Exceptional: The contractor provided innovative and well-engineered systems/radar engineering support in areas of design processes, procedures, and technical support of open systems initiatives. Innovative engineering approaches resolved/avoided problems, reduced process installation via automation, or resulted in other savings of time, money, and manpower (e.g., contractor identified industry market trends that allow the avoidance of obsolescence). In addition, contractor was able to show progress in tasks on the ROC “Active Projects List”.

Very Good: The contractor provided systems/radar engineering support in areas of design processes, procedures, and technical support of open systems initiatives. Innovative engineering approaches resolved/avoided problems, reduced process installation via automation, or resulted in other savings of time, money, and manpower (e.g., contractor identified industry market trends that allow the avoidance of obsolescence).

Satisfactory: The contractor provided systems/radar engineering support consistent with journeyman engineering level performance in areas of design processes, procedures, and technical support of open systems initiatives.

Unsatisfactory: The contractor failed to provide systems/radar engineering support consistent with that expected from journeyman level performance in areas of design processes, procedures, and technical support of open systems initiatives.

Task 2 Documentation: 10% of CLIN 0003 Award Fee Pool

Exceptional: No more than 10 combined Hotline calls or PCRs identified documentation errors introduced by RSIS contractor employees in a six-month period. Delivered products exhibit exceptional skill in document maintenance and development.

Very Good: No more than 12 combined Hotline calls or PCRs identified documentation errors introduced by RSIS contractor employees in a six-month period. Delivered products exhibit very good skill in document maintenance and development.

Satisfactory: No more than 14 combined Hotline calls or PCR's identified documentation errors introduced by RSIS contractor employees in a six-month period. Delivered products exhibit satisfactory skill in document maintenance and development.

Unsatisfactory: More than 14 combined Hotline calls or PCR's identified documentation errors introduced by RSIS contractor employees in a six-month period. Delivered products exhibit poor skill in document maintenance and development.

Task 3 Software Engineering: 20% of CLIN 0003 Award Fee Pool

Exceptional: The contractor provided innovative and well-engineered software engineering support that resolved/avoided problems, reduced process installation via automation, or resulted in other savings of time, money, and manpower. Knowledge of existing system significantly increased quality of the software engineering support.

Very Good: The contractor provided well-thought-out solutions to the problems. Identified solutions were effective, resulting in savings of time, money, manpower, or improvements in service.

Satisfactory: Software engineering support was consistent with that expected from a journeyman developer/engineer. Contractor provided adequate level of problem resolution.

Unsatisfactory: Software engineering support was below that expected from journeyman developer/engineer. Significant problems in design and code were not identified.

Task 4 Automation/Microcomputer Support: 10% of CLIN 0003 Award Fee Pool

Exceptional: Unplanned outages and the restoration of that outage resulted in network availability of 99% or greater. The contractor provided and/or developed original and well-thought-out solutions to the problems. The solutions were effective, resulting in savings of time, money, manpower, or improvements in service.

Very Good: Unplanned outages and the restoration of that outage resulted in network availability of 98% or greater. The contractor generally sought and/or developed original and well-thought-out solutions to the problems. The solutions were generally effective, resulting in savings of time, money, manpower, or improvements in service

Satisfactory: Unplanned outages and the restoration of that outage resulted in network availability of 97% or greater.

Unsatisfactory: Network availability, unplanned outages and the restoration of that outage failed to result in an up time of 97%.

Task 5 Operations: 15% of CLIN 0003 Award Fee Pool

Exceptional: Fully prepared to start assigned tests 95% of the time. Completed and documented 97% of the test steps accurately. Identified poor/obsolete test steps, provided innovative workarounds to these test steps prior to or during test execution which ensured the test objectives were met and the assigned specification requirements were satisfactorily covered by the test, and redlined the test procedures to avoid repeated problems with the test steps. Accomplished follow-on work to investigate strange system behaviors witnessed during tests and submitted documentation to get anomalies fixed. Incorporated redlined procedures into updated test procedures within the timeline assigned with 95% accuracy.

Very Good: Fully prepared to start assigned tests 95% of the time. Completed and documented 95% of the test steps accurately. Identified poor/obsolete test steps, provided innovative workarounds to these test steps which ensured the test objectives were met and the assigned specification requirements were satisfactorily covered by the test, and redlined the test procedures to avoid repeated problems with the test steps. Accomplished follow-on work to investigate strange system behaviors witnessed during tests and submitted documentation to get anomalies fixed. Incorporated redlined procedures into updated test procedures within the timeline assigned with 95% accuracy.

Satisfactory: Fully prepared to start assigned tests 90% of the time. Completed and documented 93% of the test steps accurately. Identified poor/obsolete test steps and redlined the test procedures. Reported strange system behaviors witnessed during tests. Incorporated redlined procedures into updated test procedures within the timeline assigned with 90% accuracy.

Unsatisfactory: Fully prepared to start assigned tests less than 90% of the time. Completed and documented less than 93% of the test steps accurately. Incorporated redlined procedures into updated test procedures after the timeline assigned or with less than 90% accuracy.

Task 6 Integrated Logistics Support: 10% of CLIN 0003 Award Fee Pool

Exceptional: No more than 5 substantive notifications or errors/defects were

(Very Good: :)Tj/F2 1 Tf552697 0 TDNo more than105 substantive notifications or errors/defects were

required under the terms of the Program Branch.:

Attachment 5

Special Project Evaluation Factors

CLIN 0004 Special Projects

The award fee evaluation criteria for special projects will be based on the individual characteristics of the special project efforts for that six-month period. In general, each special project task's evaluation criteria should measure quality, cost, and schedule performance. The individual special project award fee evaluation criteria will be tailored to each requirement by weighting the elements based on the task. For example, the amount of contractor control over the quality of the delivered product should be considered in crafting the evaluation criteria. Where the contractor has direct control, the quality of the deliverable should be rated high. Where the contractor is working in a mixed hybrid office environment, customer satisfaction and quality of effort should become the focus of the evaluation. Provided below are suggested evaluation criteria that can be applied/modified for each special project.

Special Project –02 ORPG Deployment Support-NRC Kit Assembly

Quality of Delivered Products –40%

Did delivered products meet needs and expectations? Were delivered systems, complete, accurate, and appropriate for the needs of the site? Were the systems well built and compliant with interoperability standards of efficiency, reliability and maintainability?

Exceptional: 95% of products delivered were complete, accurate, and provided system maintainability by the target user.

Very Good: 90% of products delivered were complete, accurate, and provided system maintainability by the target user.

Satisfactory: 85% of products delivered were complete, accurate, and provided system maintainability by the target user.

Unsatisfactory: Less than 80 % of products delivered were complete, accurate, with minimal system maintainability provided to the target user.

Efficiency of Staffing and Performance – 10%

Were technical experts highly qualified and effective in performing the required services? Was an appropriate number of personnel assigned to the project? Did delivered products reflect skill and standardization required by the customer?

Exceptional: The contractor was highly skilled in performing the services and meeting the standards required by the customer.

Very Good: The contractor was skilled in performing the services and meeting the standards required by the customer.

Satisfactory: The contractor provided adequate support consistent with that of the journeyman level of performance in areas of ORPG assembly.

Unsatisfactory: The contractor support was below that expected from the journeyman level of performance in areas of ORPG assembly.

Schedule – 25%

Did the contractor deliver completed required systems on schedule for shipment to established destination?

Exceptional: 95% of the systems were completed on or ahead of schedule, in spite of impediments. Government was informed in advance of problems in meeting the schedule and work-around plans were provided.

Very Good: 90% of the systems were completed on or ahead of schedule, in spite of impediments. Government was informed in advance of problems in meeting the schedule and work-around plans were provided.

Satisfactory: 85% of the systems were completed on or ahead of schedule, in spite of impediments. Government was generally informed in advance of problems in meeting the schedule and work-around plans were usually provided.

Unsatisfactory: 80% of the systems were completed on or ahead of schedule, in spite of impediments. Government was not informed in advance of problems in meeting the schedule and work-around plans were not provided.

Cost – 25%

Did the contractor provide complete cost estimates and provide effective cost control and management?

Exceptional: Actual costs were below estimates for 95% of tasks performed. Contractor developed accurate and well substantiated cost estimates and consistently used cost-saving measures when possible.

Very Good: Actual costs were below estimates for 90% of tasks performed. Contractor developed accurate and well-substantiated costs estimates and generally used cost savings measures when possible.

Satisfactory: Actual costs were below estimates for 85% of tasks performed during the evaluation period.

Unsatisfactory: Actual costs were below estimates for 80% of tasks completed during the evaluation period.

Special Project –03 ORDA Development

Quality of Delivered Products –30%

Did the delivered technical reports meet needs and expectations? Was delivered documentation complete, accurate, and appropriate for defining the system architecture and specifications required by the customer? Did required deliverables provide the information needed for system designs, requirements, and production plans?

Exceptional: The contractor provided innovative approaches to developing system requirements and well defined specifications as required by the customer. 95% of the definition work was completed with minimal government direction.

Very Good: The contractor provided innovative approaches to developing system requirements and well defined specifications with some guidance by the customer. 90% of the definition work was completed with some government direction.

Satisfactory: The contractor provided routine staff work to developing system requirements and specifications. 85% of the definition work was completed with frequent guidance from the customer.

Unsatisfactory: The contractor provided no innovative approaches to developing system requirements. 80% of the definition work required frequent redirection and significant guidance by the customer.

Efficiency of Staffing and Performance – 20%

Were technical experts highly qualified and effective in performing the required studies and analysis? Did delivered products reflect skill and standardization required by the customer?

Exceptional: The contractor provided highly qualified technical experts that provided innovative solutions to radar engineering problems.

Very Good: The contractor provided highly qualified technical experts that generally provide solutions to radar engineering problems.

Satisfactory: The contractor provided qualified technical experts that resolved radar-engineering problems with significant guidance by the customer.

Unsatisfactory: The contractor failed to provide qualified technical experts. Technical work required constant guidance by the customer and is not consistent with standards set by the customer.

Schedule – 25%

Did the contractor deliver the completed required technical reports on schedule?

Exceptional: 95% of the required reports were completed on or ahead of schedule, in spite of impediments. The Government was informed in advance of problems in meeting the schedule and work-around plans were provided.

Very Good: 90% of the required reports were completed on or ahead of schedule, in spite of impediments. The Government was informed in advance of problems in meeting the schedule and work-around plans were provided.

Satisfactory: 85% of the required reports were completed on or ahead of schedule, in spite of impediments. The Government was generally informed in advance of problems in meeting the schedule and work-around plans were usually provided.

Unsatisfactory: 80% of the required reports were not completed on schedule. The Government was not given sufficient notice in advance of problems in meeting the schedule. The customer had to develop work around plans.

Cost- 25%

Did the contractor provide complete costs estimates and provide effective cost control and management? Did the contractor provide timely notification of cost overruns/under runs? Was the contractor proactive in managing cost issues and potential problems?

Exceptional: Actual costs were below estimates for 95% of tasks performed in the evaluation period. Contractor developed accurate and well substantiated cost estimates and consistently used cost-saving measures when possible.

Very Good: Actual costs were below estimates for 90% of tasks completed during the evaluation period. Contractor developed accurate and well-substantiated costs estimates and generally used cost savings measures when possible.

Satisfactory: Actual costs were below estimates for 85% of the tasks completed during the evaluation period.

Unsatisfactory: Actual costs were below estimates for 80% of the tasks completed during the evaluation period.

Special Project –06 ORPG Program Completion

Quality of Delivered Products –40%

Did delivered ORPG technical reports and documentation meet needs and expectations? Was delivered documentation complete, accurate, and appropriate for defining the ORPG system documentation, transition plans, test plans and procedures, production and deployment issues and project tracking? Did required deliverables provide the NWS the information needed for system test including support for DT&E and IOT&E.

Exceptional: The contractor provided innovative approaches to developing system documentation, transition plans, test plans and procedures, production and deployment issues and project tracking as required by the customer. 95% of the deliverables were completed with minimal government direction.

Very Good: The contractor provided innovative approaches to developing system documentation, transition plans, test plans and procedures, production and deployment issues and project tracking as required by the customer. 90% of the deliverables were completed with some government direction.

Satisfactory: The contractor provided routine staff work to developing system documentation, transition plans, test plans and procedures, production and deployment issues and project tracking as required by the customer. 85% of the deliverables were completed with government guidance.

Unsatisfactory: The contractor provided no innovative approaches to developing system documentation, transition plans, test plans and procedures, production and deployment issues and project tracking as required by the customer. 80% of the deliverables completed required frequent redirection and guidance by the customer.

Efficiency of Staffing and Performance—10%

Were technical experts highly qualified and effective in performing the required studies and analysis? Did delivered products reflect skill and standardization required by the customer? Was the contractor staff responsive and proactive in resolution of problems found in testing the ORPG system?

Exceptional: The contractor provided highly qualified technical experts that provided innovative solutions to transition engineering problems.

Very Good: The contractor provided highly qualified technical experts that generally provide solutions to transition engineering problems.

Satisfactory: The contractor provided qualified technical experts that resolved transition problems with significant guidance by the customer.

Unsatisfactory: The contractor failed to provide qualified technical experts. Technical work required constant guidance by the customer and is not consistent with standards set by the customer.

Schedule—25%

Did the contractor deliver completed ORPG test programs and needed documentation on schedule?

Exceptional: 95% of the required reports were completed on or ahead of schedule, in spite of impediments. The Government was informed in advance of problems in meeting the schedule and work-around plans were provided.

Very Good: 90% of the required reports were completed on or ahead of schedule, in spite of impediments. The Government was informed in advance of problems in meeting the schedule and work-around plans were provided.

Satisfactory: 85% of the required reports were completed on or ahead of schedule, in spite of impediments. The Government was generally informed in advance of problems in meeting the schedule and work-around plans were usually provided.

Unsatisfactory: 80% required reports were completed on or ahead of schedule, in spite of impediments. The Government was not given sufficient notice in advance of problems in meeting the schedule. The customer had to develop work around plans.

Cost—25%

Did the contractor provide complete costs estimates and provide effective cost control and management? Did the contractor provide timely notification of cost overruns/under runs? Was the contractor proactive in managing cost issues and potential problems?

Exceptional: Actual costs were below estimates for 95% of tasks performed in the evaluation period. Contractor developed accurate and well substantiated cost estimates and consistently used cost-saving measures when possible.

Very Good: Actual costs were below estimates for 90% of tasks completed during the evaluation period. Contractor developed accurate and well-substantiated costs estimates and generally used cost savings measures when possible.

Satisfactory: Actual costs were below estimates for 85% of the tasks completed during the evaluation period.

Unsatisfactory: Actual costs were below estimates for 80% of the tasks completed during the evaluation period.