

Performance Incentives

Date of Performance: Dec 1, 2005 to June 1, 2006

No.	Title	Scope	Evaluation Criteria	% of Total Fee	Evaluation Method
1	Closeout of Financial Assistance Awards	Closeout of expired Financial Assistance Awards assigned to Navarro Team Members to Facilitate	<p>Expired Financial Assistance awards are closed in accordance with 10CFR 600, and the GO policy and GO established timeframes. Closeout includes updating the PMC.</p> <ul style="list-style-type: none"> • 120 Financial Assistance Awards Closed – 100% • 100 Financial Assistance Awards Closed – 90% • 80 Financial Assistance Awards closed – 60% • 60 Financial Assistance Awards Closed – 40% <p>Performance outside the employee's control where it is evident the employee followed up to resolve outstanding issues (i.e. file documentation, PMD updates), will not be assessed against this performance incentive.</p>	20	Contractor tracking, PMC database tracking and feedback from federal Closeout Team Lead/members
2	Project Management Support	Covers Congressional Directed Projects	<p>Technical Evaluations are completed and included in all Procurement Request (PR) packages for Congressionally directed projects no later than May 31, 2006 to support the award process.</p> <ul style="list-style-type: none"> • Completion of all = 100% 	40	Contractor tracking report with validation by Contracting Office, OAFA and OPM Management and/or

			<ul style="list-style-type: none"> • Completion of 85 = 90% • Completion of 70 = 75% • Completion of less than 70 = 0% <p>The number of congressional directed projects for this performance incentive to achieve 100% is 89. Performance outside the employee's control where it is evident the employee followed up to resolve outstanding issues (i.e., file documents, Congressional directed projects database updates), will not be assessed against this performance incentive.</p>		customer survey, and the Congressional directed database (formerly known as EERE earmark Database)
3	IT Help Desk	Covers Help Desk support as described in contract SOW section III.B (1.2 and 1.3).	<p>Initial response to Help Desk requests will be timely (i.e., 8 business hours from request) and customer service oriented. In a 6 month period:</p> <ul style="list-style-type: none"> • Less than 40 not timely/customer service = 100% • 40 to 80 = 90% • 81 to 120 = 70% • Greater than 120 = 0% 	15	Contractor tracking report with validation by CO and CIO.
4	Records Management	Management of records transferred from Regional Office to GO for the PMC consolidation.	<p>Provide records management support the RO PMC transition. In this 6 month period:</p> <ul style="list-style-type: none"> • Complete award file records transfer guidance by 4/1/06 • All boxes of award file records received by May 15, 2006 from NETL or closing RO offices, will be inspected, identified and labeled by May 31, 2006. <p>Objective: Employees requesting a transferred award file will have received the</p>	15	Contractor tracking report with validation by Contracting Officer, and/or customer survey

			<p>file within 48 hours of the request or notified by contractor employee within the 48 hours as to why such a request cannot be filled. The response by the contractor employee cannot be based on couldn't get to it because there wasn't time or workload.</p> <p>This performance incentive for bullet 2 is limited to 100 boxes received.</p>		
5	Front Desk Coverage	Covers Front Desk Receptionist support as described in contract SOW section III.B (3.0) and allowing for remote receptionist pilot.	<p>Receptionist will provide coverage for the Front Desk and follow the receptionist procedures during normal working hours (7:00 am to 5:00 pm) Monday through Friday except holidays as specified. The Contractor Program Manager or his acting designee, shall take action within a 2 hour period to resolve the issue surrounding the complaint. The action shall be documented and provided to the Contracting Officer and COR. In a 6 month period:</p> <ul style="list-style-type: none"> • 2 or fewer documented complaints = 100% • 3 to 4 documented complaints = 90% • 5 to 6 documented complaints = 70% • Greater than 6 documented complaints = 0% 	10	<p>Documented complaints by email, letter, or oral (followed up with email or letter from DOE personnel and or contractor personnel. Such documentation shall be provided to the Contracting Officer, COR, and Contractor Project Manager.</p>