

Performance Incentives

Date of Performance: June 1, 2006 to November 30, 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"> • 160 Financial Assistance Awards Closed – 100% • 130 Financial Assistance Awards Closed – 90% • 100 Financial Assistance Awards closed – 60% • 70 Financial Assistance Awards Closed – 40% <p>Performance outside the contractor's control where it is evident the contractor followed up to resolve outstanding issues (i.e. file documentation, PMD updates) will not be assessed against this performance incentive.</p>	30	Contractor tracking, PMC database tracking and feedback from federal Closeout Team Lead/members
2	Project Management Support	Project Management Database Updates and Accuracy Verification of Systems Used by the PMC	Using the monthly data reconciliation report, which identifies inconsistent records between the Project Management Database (PMD), STARS and PADs, determine which records need correction, and those where no action is required. The contractor will make corrections to the PMD where possible and/or submit results to the appropriate DOE personnel for	40	Contract data reconciliation report will include a field listing the percentage reconciliation for the prior

			<p>correction as appropriate. If no correction is warranted, document the reason for the exception, with the Project Officer's concurrence.</p> <ul style="list-style-type: none"> • >90% of data reconciled = 100% • >80% reconciled = 90% • >70% reconciled = 75% • Less than 70% = 0% <p>Performance outside the employee's control where it is evident the employee followed up to resolve outstanding issues (for example, inconsistent records in file documents requiring further follow up of OAFA counterpart), will not be assessed against this performance incentive.</p>		month's exercise and submitted to OPM Management.
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 this 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% 	20	Contractor tracking report with validation by CO and CIO.
4	Front Desk Coverage	Covers Front Desk Receptionist support as described in contract SOW section III.B (3.0) and allowing for remote receptionist.	<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</p>	10	Documented complaints by email, letter, or oral (followed up with email or letter from

			<p>hour period to resolve the issue surrounding the complaint. The action shall be documented and provided to the Contracting Officer and COR.</p> <p>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% 		<p>DOE personnel and or contractor personnel. Such documentation shall be provided to the Contracting Officer, COR, and Contractor Project Manager.</p>
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