

NOI-CO-56000

NATIONAL CANCER INSTITUTE

FREDERICK CANCER RESEARCH AND DEVELOPMENT CENTER

PERFORMANCED BASED EVALUATION PLAN OPERATIONS

AND TECHNICAL SUPPORT CONTRACT WITH

SCIENCE APPLICATIONS INTERNATIONAL CORPORATION

## 1.0 INTRODUCTION

The Contracting Officer will evaluate certain aspects of the Contractor's performance using performance-based objectives and evaluation procedures. The specific performance areas and corresponding goals are outlined in Exhibit 11-1. The amount of performanced based fee that the Contractor will earn, based on various levels of performance is shown in Exhibit 11-2. (Additional fee can be earned if performance exceeds standard. Fee is reduced when performance falls below standard.) The details of data collection, evaluation and verification are explained in Exhibits II-3.

## 2.0 DUTIES AND RESPONSIBILITIES OF THE CONTRACTING OFFICER

The Contracting Officer determines the amount of performance based fee earned by the Contractor. The determination is not subject to dispute or appeal by the Contractor, except directly to the Contracting Officer.

## 3.0 EVALUATION AND RATING OF CONTRACTOR PERFORMANCE

Performance based elements of Contractor performance will be evaluated by the Contracting Officer. The potential performance based fee earned, should all goals be achieved, is currently \$42,482. This amount is subtracted from the award fee pool that is considered in Part I of this plan. Any additional amounts earned by the Contractor from the attainment of performance levels in excess of standard will be paid from the remaining unearned fee from Part 1, to the extent such amounts are available. In no case will the total fee paid under Part I and Part 11 of this plan exceed the total fee available for the evaluation period as listed in Article B.2. (3) of the contract.

The Contractor shall not be evaluated twice for the same performance, i.e., once under the award fee mechanism (Part 1) and again under the performanced based mechanism (Part 11). Award fee monitors, coordinators and board members should become familiar with Exhibit 11-1 in order to avoid duplicative evaluations.

Exhibit 11-1

No. OBJECTIVE STANDARD PERFORMANCE LEVEL

1. Turn 85% of all 5400 GL account M&S requisition lines into PO's within 7 calendar days.
2. Deliver 90% of all interoffice mail within one business day.
3. Process 90% of all new Centers or Chart of Centers/Accounts updates within one business day.
4. Process, approve, and return to Human Resources > 90% of all incoming HR Employment Requisitions within one business day.
5. Complete 80% of the Program Research Work Orders within mutually established NCI project/Contract Office and SAIC schedule.
6. Recruit 85% of Science and Technology positions in the levels of E11 to E17 within 120 days from the date of final approval.
7. Recruit 85% of Computer Information Technology (IT) positions in the levels of E11 to E17 within 120 days from the date of final approval.
8. Recruit 85% of SCA-Research Technician positions within 90 days from the date of final approval.
9. In 95% of cases, OHS will offer Hepatitis B vaccine to all eligible employees: i) within 10 working days of beginning work in an area with occupational exposure to human blood or other potentially infectious material, or ii) within 10 working days of notification from the supervisor of employee assignment.
10. Complete 95% of the Publications' jobs by date required.
11. Turn 75% of requests for Consultants into Consulting Agreements within 14 days.
12. Turn 75% of purchase requests for minor research and development services into purchase orders within 30 working days.
13. Turn 75% of purchase requests for off-site leases and services associated with offsite leases into lease agreements/purchase orders within 45 working days.
14. Collect 90% of all scheduled radioactive and hazardous waste pickups within one working day of scheduled date.
15. Respond to 85% of requests for assistance associated with occupational safety and environmental issues received during normal duty hours within 15 minutes and 95% within 30 minutes.

**1. Performance Objective: Turn at least 85% of all 5400 GL account M&S requisition lines into POs within 7 calendar days for the current contract year.**

## **I. PERFORMANCE WORK STATEMENT**

### **Purpose of Objective:**

To enhance performance of the Purchasing Statement of Work (NOI-CO-56000, Attachment 1, Section VI. D. 1.) by processing all purchase requisitions to purchase orders in a timely manner to allow for the scientific, administrative, and support functions at the NCI-FCRDC to continue without interruption. With this performance objective, programs will not have to maintain large quantities of M&S on-hand, thus reducing storage requirements.

## **II QUALITY ASSURANCE PLAN - See attached Plan**

## **III. DATA COLLECTION AND REPORTING**

### **A. Approach:**

1. Purchase Request (PR) received by Purchasing
2. Date and lines are logged into SmartStream by Purchasing (**date** defaults through SmartStream)
3. PR lines are processed
4. PR lines become Purchase Order (PO) lines and PO number is logged into Smartstream (date defaults through SmartStream)

### **B. Parameters:**

1. Purchase Request is received complete and accurate.
- 2.. Requestor changes or cancellation will not be included in timeline.
3. Requisite approvals are with PR, i.e., SEPP, Library, Controlled Substances, etc.
4. Approver/Financial signatures are adequate

PBC Objective #1 - Requisition lines to PO

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5. Purchase Requests over \$2,500 require either competitive bidding or JOFOC

**C. Measurement**

1. Date/time differential between date PR line is logged in and the date the PR line becomes a PO line
2. Metric: Date of PO line entry - Date of PR line entry > average

**IV EVALUATION**

- A. Approach:** From provided report, NCI will conduct random sampling
- B. Schedule:** Semi-annually to coincide with Award Fee Schedule
- C. Conflict Resolution:** The NCI and SAIC will mutually develop performance goals, identify potential sources of conflict, and establish cooperative ways to resolve any problems that may arise during contract performance. Any conflicts will be resolved through negotiation.

# PERFORMANCE BASED QUALITY ASSURANCE SURVEILLANCE PLAN

## 1. Purchase Requisition to Purchase Order Turnaround Time

### I. Contract Requirement

Contract Number N01-CO-56000, Attachment 1, Section VI.D. I., requires the Contractor to provide centralized procurement of materials and supplies. The NCI has identified the necessity to process all purchase requisitions to purchase orders in a timely manner to allow for the scientific, administrative, and support functions at the NCI-FCRDC to continue without interruption.

Performance Indicator: On a periodic basis the Contractor will record the date/time differential between the date Purchase Request line items for materials and supplies (GL account 5400) are received and the date Purchase Request line items become a Purchase Order.

The Purchase Request (PR) is received by the Purchasing Department. Date and time of receipt is entered into SmartStream by Purchasing staff. Purchase Request (PR) line items are processed and become Purchase Order (PO) line items, at which time the PO number is logged into SmartStream. For data input to be initiated, a complete and accurate PR must be received, to include all required approvals and signatures. PR's requiring subsequent requester changes or cancellations will not be included in the evaluation.

2. Primary Method of Surveillance: Random sampling of database housing information.  
Random sampling of hard copy of PR's/PO's will be used as second method of surveillance.
3. Measured Standard of Performance (L4SPi: 85% of all 5400 GL account M&S requisition lines become PO's within 7 calendar days.
4. Quantity of Work Performed: 72,000 line items received/year.
5. Level of Surveillance:

Level I - Data for one (1) month in each evaluation period  
Level H - Data for three (3) months in each evaluation period  
Level III - Data for six (6) months for each evaluation period

The initial level of surveillance will be at Level H. The level of surveillance may be adjusted monthly based on the Contractor's performance. If performance during the evaluation period was poor, then Level HI will be used; if performance was excellent, then Level I will be used.

# PERFORMANCE BASED QUALITY ASSURANCE SURVEILLANCE PLAN

Objective 1

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6. Sample Size: The square root of 72,000 line items received/year + 1 = 269 line items/year = 135 line items/ 6 month surveillance period.
7. Sampling Procedure: Random selection of data entered during a work period (also selected at random) determined by the level of surveillance. The Contracting Officer is informed of the randomly selected work periods for surveillance, but the Contractor is not informed.
8. Evaluation Procedure: Periodic review (on-site audit) of performance of work.
9. Analysis of Results:

$$\frac{\text{Number of records meeting criteria in date range}}{\text{Total number of records in date range}} \times 100 = \% \text{ Compliance Rate}$$

**2. Performance Objective: 90% of all interoffice mail will be delivered within one business day after original pickup.**

## **I PERFORMANCE WORK STATEMENT**

### **Purpose of Objective:**

To assure timely delivery of mail within the NCI-FCRDC (Contract Number NO I -CO-56000, Attachment 1, Section VI.D.3.) allowing appropriate and rapid exchange of information for the scientific, administrative, and support functions.

## **II QUALITY ASSURANCE PLAN - See attached Plan**

## **III DATA COLLECTION AND REPORTING**

### **A. Approach:**

1. Pre-addressed Transportation Performance Evaluation sheets are sent periodically (based upon level of surveillance) to selected clerical staff (most likely to always open incoming mail) in every FCRDC building with mail stops.
2. Staff notes date/time of receipt and returns to sender by next mail delivery
3. Results tabulated by sender and maintained on database/spreadsheet; train recipients and include NCI coordinators in distribution

### **B. Parameters:**

1. Participants in periodic checks must accurately account for receipt and disbursement
2. Holidays, weekends, weather condition issues, and NCI-FCRDC schedule changes will not be used for measurement
3. Incorrectly addressed mail will not be incorporated into measurement
4. Lack of employee transfer information would not be applicable to delivery

**C. Measurement:**

1. Number of times interoffice mail is not delivered within second scheduled delivery after original pickup per month
2. Metric: Date/time test notice received back - Date/time test notice sent > second scheduled delivery after original pickup

**IV EVALUATION**

- A. Approach:** NCI will perform physical inspections and will participate in periodic distribution and receipt of mail. From provided report, NCI will conduct random sampling of back-up information.
- B. Schedule:** Disbursement and receipt tests of mail will be conducted three times during a semi-annual period (frequency may change based upon level of surveillance). Physical inspections will be performed once each semi-annual period. Random sampling of report information will be performed semi-annually to coincide with the Award Fee Schedule.
- C. Conflict Resolution:** The NCI and SAIC will mutually develop performance goals, identify potential sources of conflict, and establish cooperative ways to resolve any problems that may arise during contract performance. Any conflicts will be resolved through negotiation.

## PERFORMANCE BASED QUALITY ASSURANCE SURVEILLANCE PLAN

### 2. Interoffice Mail Service

#### 1. Contract Requirement

Contract Number N01-CO-56000, Attachment 1, Section VI.D. 1., requires the Contractor to provide daily exchange of interoffice correspondence. The NCI has identified the necessity to exchange interoffice mail in a timely manner to allow for the scientific, administrative, and support functions at the NCI-FCRDC to continue without interruption.

Performance Indicator: On a periodic basis the Contractor will record the date/time differential between when mail is picked up from one location and mail is delivered to another location.

Pre-addressed Transportation Performance Evaluation Sheets are sent monthly, or as based on the level of surveillance, to selected programs in NCI-FCRDC buildings having mail stops. Staff receiving the Evaluation Sheets are requested to record date/time of receipt on the Evaluation Sheet, and return Evaluation Sheet to sender through next mail delivery. Results are tabulated by sender and maintained in a database.

2. Primary Method of Surveillance: Random sampling of database housing information. Random sampling of hard copy of Evaluation Sheets will be used as second method of surveillance.
3. Measured Standard of Performance (L4SP): 90% of all interoffice mail will be delivered within one business day after pickup.
4. Quantity of Work Performed: Approximately 200,000 pieces of interoffice mail/year.
5. Level of Surveillance:

Level I - Data for one (1) month in each evaluation period

Level II - Data for three (3) months in each evaluation period

Level III - Data for six (6) months for each evaluation period

The initial level of surveillance will be at Level H. The level of surveillance may be adjusted monthly based on the Contractor's performance. If performance during the evaluation period was poor, then Level III will be used; if performance was excellent, then Level I will be used.

# PERFORMANCE BASED QUALITY ASSURANCE SURVEILLANCE PLAN

## Objective 2

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6. Sample Size: The square root of 4-16,000 pieces of interoffice mail/month + 1 = 128 pieces of interoffice mail/month.
7. Sampling Procedure: Random selection of data entered during a surveillance period determined by the level of surveillance. The Contracting Officer is informed of the randomly selected work periods for surveillance, but the Contractor is not informed.
8. Evaluation Procedure: Periodic review (on-site audit) of performance of work,
9. Analysis of Results:

$$\frac{\text{Number of records meeting criteria in date range}}{\text{Total number of records in date range}} \times 100 = \% \text{ Compliance Rate}$$

**3. Performance Objective: Process at least 90% of all new Centers or Chart of Centers/Accounts updates within one business day.**

## **I PERFORMANCE WORK STATEMENT**

### **Purpose of Objective:**

Article G.6. Contract Financial (Cost Status Report) requires the contractor to submit, on a monthly basis, a financial budget cost status report for each project and support area detailing the costs associated with that project. In order to comply with this requirement and under the Cost Accounting Standards as submitted with the contract, a center number structure for cost collection and reporting has been established. In order to report any activity incurring costs during a reporting period (e.g., month) a center number must be established. In addition, throughout the contract documentation references are made to the collection and reporting of various activities within a specific time frame, or as required. In order to accurately reflect this information, center numbers are often used requiring the expeditious establishment of these numbers in order to collect the required information.

**II QUALITY ASSURANCE PLAN - See attached Plan**

## **III DATA COLLECTION AND REPORTING**

### **A. Approach**

1. Request for new center is received by any F&A staff member who completes a Chart of Centers Update Form (date/time of receipt documented)
2. The Chart of Centers Update Form is immediately forwarded to the processing staff
3. Processing staff updates the Chart of Centers table in SmartStream
4. Processing staff updates MS ACCESS (path: H:\Finance\Chart\Chart.mdb) to record date/time
5. Processing staff forwards new Signature Authorization Application Form to requester

B. Measurement

1. Turn around time from receipt of request to process completion.
2. Data is reported monthly from *H:\Finance\Chart\Chart.mdb*
3. Metric: Time differential between the time/date request is received and the time/date request is completed.  
Date/time received - Date/time completed > 24 business hours

**IV EVALUATION**

- A. **Approach:** From provided report, NCI will conduct random sampling
- B. **Schedule:** Semi-annually to coincide with Award Fee Schedule
- C. **Conflict Resolution:** The NCI and SAIC will mutually develop performance goals, identify potential sources of conflict, and establish cooperative ways to resolve any problems that may arise during contract performance. Any conflicts will be resolved through negotiation.

## PERFORMANCE BASED QUALITY ASSURANCE SURVEILLANCE PLAN

### 3. Updates for new Centers or Chart of Centers/Accounts

#### 1. Contract Requirement

Contract Number NO 1-CO-56000, Article G.6., Contract Financial (Cost Status Report) requires the Contractor to submit on a monthly basis, a financial/budget cost status report for each project and support area detailing the costs associated with that project. In order to comply with this requirement, under the Cost Accounting Standards as submitted with the contract, a center number structure for cost collection and reporting has been established. This allows contract compliance with the requirement to submit on a monthly basis, a financial budget cost status report for each project and support area detailing the costs associated with that project. Cost status is assessed through tracking of costs incurred on a particular center number, which documents various activities within a specific time frame.

Performance Indicator: The Contractor will process all new center number requests, or Chart of Center/Accounts updates within one business day.

A request for a new center number is received by any F&A staff member who completes a Chart of Centers Update Form with date and time of receipt of request. The Chart of Centers Update Form is immediately forwarded to the F&A processing staff. The F&A processing staff enters the new center number in the Chart of Centers table in SmartStream, which processes cost transactions, and an MS ACCESS database, for compilation of data for this study. Time and date of completion of this data entry task is documented on the update form.

2. Primary Method of Surveillance: Random sampling of databases housing information. Random sampling of hard copies of Chart of Centers Update Forms received by F&A will be used as second method of surveillance.
3. Measured Standard of Performance (MSP): 90% of all new center number requests or Chart of Centers/Accounts updates performed by F&A will be processed within one business day.
4. Quantity of Work Performed: Approximately 200 requests/year.
5. Level of Surveillance:

Level I - Data for three (3) months in each evaluation period

Level H - Data for six (6) months in each evaluation period

## PERFORMANCE BASED QUALITY ASSURANCE SURVEILLANCE PLAN

Objective 3

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The initial level of surveillance will be at Level II. The level of surveillance may be adjusted monthly based on the Contractor's performance. If performance during the evaluation period was excellent, then Level I will be used.

6. Sample Size: (The square root of 50 requests/3 months) + 1 = 9 requests/surveillance period
7. Sampling Procedure: Random selection of data entered during a surveillance period determined by the level of surveillance. The Contracting Officer is informed of the randomly selected work periods for surveillance, but the Contractor is not informed.
8. Evaluation Procedure: Periodic review (on-site audit) of performance of work.
9. Analysis of Results:

$$\frac{\text{Number of records meeting criteria in date range}}{\text{Total number of records in date range}} \times 100 = \% \text{ Compliance Rate}$$

**4. Performance Objective: Process, approve, and return to Human Resources (HR) at least 90% of all incoming HR Employment Requisitions within one business day.**

**I PERFORMANCE WORK STATEMENT**

**Purpose of Objective:**

Article B.3. Provisions Applicable to Direct Costs, requires that recruitment actions to fill positions at the E1 7 level or above require written authorization by the Contracting Officer. The process for preparing a request to the Contracting Officer requires a flow of information between the Finance Department and Human Resources Department that is time sensitive to the recruitment process. By having a specific time limit on the Finance Department approval process, the Human Resources Department is able to plan the recruitment flow and estimate timing on providing an acceptable candidate to the program areas.

**II QUALITY ASSURANCE PLAN - See attached Plan**

**III DATA COLLECTION AND REPORTING**

**A. Approach:**

1. Human Resources (Judy) enters requisitions into MS ACCESS file  
H:\Users\Finance\Rsmith\REQLOG.MDB
2. Requisition FAXed to Finance
3. Office staff immediately delivers FAXed requisition to processing staff
4. Processing staff forwards requisition to appropriate Finance Officer or backup for approval:
5. Finance Officer approves request and FAXes requisition to Human Resources and forwards the cover sheet to processing staff (Robbie)
6. Processing staff enters the date/time the requisition was FAXed to HR from the cover sheet into *H:\Users\Finance\Rsmith\REQLOG.MDB* and files the cover sheet and fax copy in a notebook titled Personnel Requisitions

### C. Measurement

1. Turn around time from receipt of requisition from HR to return of F&A-approved requisition to HR.
2. Data is reported monthly from H:\Users\Finance\Rsmith\ REQLOG.NMB
3. Time differential between the time/date the requisition is received at F&A and the time/date the requisition is returned to HR.  
Date/time received - Date/time completed > 24 business hours

### IV EVALUATION

- A. **Approach:** From provided report, NCI will conduct random sampling
- B. **Schedule:** Semi-annually to coincide with Award Fee Schedule
- C. **Conflict Resolution:** The NCI and SAIC will mutually develop performance goals, identify potential sources of conflict, and establish cooperative ways to resolve any problems that may arise during contract performance. Any conflicts will be resolved through negotiation.

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## **PERFORMANCE BASED QUALITY ASSURANCE SURVEILLANCE PLAN**

### **4. Employee Requisition Turnaround**

#### 1. Contract Requirement

Contract Number NO1 -CO-56000, Attachment 1, Section VI.B., requires the Contractor to provide direct oversight and responsibility for timely and efficient expediting of recruitment efforts for scientific and administrative staff so as to facilitate the uninterrupted conduct of science and business functions.

Performance Indicator: The Contractor will expedite the processing of Employee Requisitions by establishing an efficient flow of information between the Finance Department and the Human Resources (HR) Department. Within a specific time limit for the Finance Department approval process, the HR Department is able to plan the recruitment progression with a timing estimate to provide acceptable candidates to program areas.

HR enters requisitions into an MS ACCESS database. The requisition is taxed to Finance. Finance office staff immediately deliver the fax to processing staff. Processing staff forward the taxed requisition to the appropriate Finance Officer for approval. Both approved and disapproved requisitions are taxed by the authorizing Finance Officer to HR. The cover sheet of this fax is forwarded to Finance Processing Staff for entry of time/date taxed into the database.

2. Primary Method of Surveillance: Random sampling of databases housing information. Random sampling of hard copies of taxes received in Finance will be used as second method of surveillance.
3. Measured Standard of Performance (MSP): 90% of all Human Resources employment requisitions coming into Finance will be processed, approved and returned to HR within one business day.
4. Quantity of Work Performed: Approximately 300 requisitions/year.
5. Level of Surveillance:

Level I - Data for three (3) months in each evaluation period

Level R - Data for six (6) months in each evaluation period

The initial level of surveillance will be at Level 11. The level of surveillance may be adjusted monthly based on the Contractor's performance. If performance during the evaluation period was excellent, then Level I will be used.

# PERFORMANCE BASED QUALITY ASSURANCE SURVEILLANCE PLAN

Objective 4

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6. Sample Size:  $125 \text{ requisitions/month} + 1 = 5 \text{ requisitions} + 1 = 6 \text{ requisitions/month} \times 3 = 18 \text{ requisitions/3 month period}$
7. Sampling Procedure: Random selection of data entered during a surveillance period determined by the level of surveillance. The Contracting Officer is informed of the randomly selected work periods for surveillance, but the Contractor is not informed.
8. Evaluation Procedure: Periodic review (on-site audit) of performance of work.
9. Analysis of Results:

$$\frac{\text{Number of requisitions meeting criteria in date range}}{\text{Total number of records in date range}} \times 100 = \% \text{ Compliance Rate}$$

**5. Performance Objective: Complete 80% of the Program Research Work Orders within mutually established NCI Project/Contract Office and SAIC schedule.**

**I PERFORMANCE WORK STATEMENT**

**A. Purpose of Objective:**

To ensure the timely accomplishment of the renovation requirements established in concert with the NCI so as not to impede scientific, technical, administrative, or support endeavors at the NCI-FCRDC and as required by Contract Number NOI-CO-56000, Attachment 1, Statement of Work, Section V. Facilities Maintenance and Engineering.

**B. Objective Criteria:**

Projects must be a program requested alteration or renovation that require a duration of two weeks or greater of Engineering support and are executed using in-house resources.

**II QUALITY ASSURANCE PLAN - See attached Plan**

**III DATA COLLECTION AND REPORTING**

**A. Approach:**

1. Receipt of renovation maintenance service request (MSR) in FME
2. Develop technical scope, schedule, and conceptual estimate of work requirements
3. Request and receive concept and schedule approval from the NCI Project and Contract Officers
4. Accomplish renovation design in accordance with customer requirements
5. Develop final estimate and material requirements for the project
6. Request and receive Project and Contract Officers fiscal approval
7. Complete material acquisition, project planning, and final coordination
8. Perform the renovation

9. Perform punch list
10. Reconcile and close project

**B. Parameters:**

1. MSR received with required program and SEPP approvals
2. Complete work scope and equipment requirements are provided
3. Availability of requester for decisions required during the design
4. Availability of timely funding and approvals
5. Timely availability of required materials and equipment
6. Timely release of and unfettered access to renovation areas
7. Moderate number of work scope changes during the course of the renovation
8. Adequate scheduling considerations for work scope changes, and customer delays and resource redirection

**C. Measurement:**

1. Scheduled completion date less actual completion date, days difference to be equal to or less than zero for 80% of the renovations completed during the period

**IV EVALUATION**

- A. Approach:** From provided report, NCI will conduct random sampling
- B. Schedule:** Semi-annually to coincide with Award Fee Schedule
- C. Conflict Resolution:** The NCI and SAIC will mutually develop performance goals, identify potential sources of conflict, and establish cooperative ways to resolve any problems that may arise during contract performance. Any conflicts will be resolved through negotiation.

## PERFORMANCE BASED QUALITY ASSURANCE SURVEILLANCE PLAN

### 5. Renovations Completed on Schedule

#### 1. Contract Requirement

Contract Number NO I -CO-56000, Attachment 1, Section V. Facilities Maintenance and Engineering, requires timely accomplishment of renovations established in concert with the NCI so as not to impede scientific, technical, administrative, or support endeavors at the NCI-FCRDC.

Performance Indicator: The Contractor will perform program requested alterations or renovations with planned durations of two (2) weeks or more using in-house resources to ensure delivery by the required date. The Contractor will record the time differential between the date of scheduled delivery and the date of actual delivery of the product. To accomplish this, the following is performed:

- Maintenance Service Request (MSR) for renovation is received by FME.
- Scope, schedule, and conceptual estimate of work requirements developed by FME with negotiated date of completion are sent to the NCI Project and Contracting Officers for approval.
- Approval is returned to FUE and design phase is initiated. The project is not approved by the NCI, the project is canceled.
- Renovation design is completed in accordance with customer requirements.
- Final cost estimate and material requirements for the project are approved by the
- NCI Project and Contracting Officers.
- Material acquisition, project planning and final coordination of work are completed.
- Renovation work is performed.
- Punch list is reconciled.
- Project is closed out.

#### Parameters:

1. MSR is received completed, including required program and SEPP approvals and complete scope of work with equipment requirements defined.
  2. Requestor is available for consultation.
  3. Funding, materials, equipment, and access to space is provided.
2. Primary Method of Surveillance: Review of database housing information showing required date of completion and actual date of completion. Random sampling of hard copies of MSR's and Contractor Renovation Schedule showing required date for completion will be used as second method of surveillance.

# PERFORMANCE BASED QUALITY ASSURANCE SURVEILLANCE PLAN

## Objective 5

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3. Measured Standard of Performance (MSE): 80% of class of work defined will be completed by the date required by the NCI Project/Contracting office.
4. Quantity of Work Performed: Approximately 15 renovations in the defined class of work are completed/year.
5. Level of Surveillance:  
  
Level I - Data for six (6) months in each evaluation period  
  
If performance during the evaluation period was poor, then renegotiation with the Contractor will occur.
6. Sample Size: Due to the small population involved in the study, all data points gathered will be examined.
7. Sampling Procedure: All data entered during a work period determined by the level of surveillance is examined. The Contracting Officer is informed of when the data will be examined, but the Contractor is not informed.
8. Evaluation Procedure: Periodic review (on-site audit) of approved renovation schedules and certificates of occupancy.
9. Analysis of Results:

Number of projects completed on schedule in date range @ X 100 = % Compliance Rate  
Total number of MSR's received in date range

**6. Performance Objective: Recruit 85% of Science and Technology positions in the levels of E11 to E17 within 120 days from the date of final approval.**

**I PERFORMANCE WORK STATEMENT**

- A. Purpose of Objective:** In accordance with Contract Number NOI-CO-56000, Attachment 1, Statement of Work, Section VI.B., provide direct oversight and responsibility for timely and efficient expediting of recruitment efforts for scientific and administrative staff so as to facilitate the uninterrupted conduct of science and business functions.

**II QUALITY ASSURANCE PLAN - See attached Plan**

**III DATA COLLECTION AND REPORTING**

**A. Approach:**

1. Approved Requisition received back by HR from Government or Finance and forwarded to Accounting
2. Accounting enters data into "Elapsed Time" (ET) spreadsheets for appropriate hiring manager.
3. Recruiter notifies hiring manager.
4. Requisition is processed, sourced, and the number of resumes sent to the hiring manager is logged into ET sheets.
5. Hiring managers select applicants to interview and select final candidate.
6. Hiring managers complete candidate review forms and return to HR.
7. HR and hiring manager agree on compensation or other elements of the offer for the position.
8. HR calls candidate to obtain acceptance of verbal offer. Lapsed time clock stops with candidate response and date noted on lapsed time report.
9. Offer Letter is approved with signature by Manager, Human Resources or designee and mailed to candidate within 24 hours from return of candidate review form.

10. Candidate sends back offer letter with acceptance or rejection and letter date is logged into ET sheet (only if verbal offer is not accepted, otherwise it is the date of the verbal acceptance that is logged into ET sheet).
11. Recruiter calls candidate to attempt to get a response before the withdrawal.
12. Offer withdrawn after 10 days without response from candidate.

**B. Parameters:**

1. High level positions requiring search committees are not included in this objective.
2. Hiring manager or NCI delays in excess of 7 days for interviewing will not be included.
3. Changes made by hiring manager in position level, specifications, or placing positions on hold will not be included.
4. Offers extended and declined due to current employer or Market trends will not be included.
5. Any non-scheduled interruptions, i.e., budget, construction, renovation, will not be included.
6. Offer declines will get a new start date.

**C. Measurement:** Cycle time is the signed date on candidate's acceptance letter / date of verbal acceptance, whichever is sooner, minus date of approved funding.

Metric: Time differential between candidate's signed acceptance and date requisition funding was approved by Finance or Government.

**IV EVALUATION**

- A. Approach: From provided report, NCI will conduct random sampling
- B. Schedule: Semi-annually to coincide with Award Fee Schedule
- C. Conflict Resolution: The NCI and SAIC will mutually develop performance goals, identify potential sources of conflict, and establish cooperative ways to resolve any problems that may arise during contract performance. Any conflicts will be resolved through negotiation.

## **PERFORMANCE BASED QUALITY ASSURANCE SURVEILLANCE PLAN**

### **6. Recruitment of Science and Technology Personnel, Grade 11-17**

#### **1 . Contract Requirement**

Contract Number NO 1-CO-56000, Attachment 1, Section VI. B., requires the Contractor to provide direct oversight and responsibility for timely and efficient expediting of recruitment efforts for scientific and administrative staff so as to facilitate the uninterrupted conduct of science and business functions.

Performance Indicator: For selected job classifications the Contractor will record the date/time differential between the funding approval date for an employee requisition and the date candidate accepts or rejects the position. It is assumed that no changes occur in the original position level and specifications requested. If any of the following occur with regard to a particular employee requisitions, that requisition will be excluded from the data population:

- Hiring manager or NCI delays interviewing in excess of 7 days from the date qualified resumes are submitted by HR.
- Hiring manager places the position on hold.
- Hiring manager changes position level or specification.
- Offers extended & declined due to current employer intervention or market trends.
- Non-scheduled interruptions, i.e. budget, construction, renovation, etc.

HR date stamps employee requisitions received and enters information relating to these requisitions into the database (MS ACCESS file) shared with Finance within 24 hours and sends a hard copy of the requisition (dated fax) to Finance for budget approval. The approved requisition is returned to HR by fax within 24 hours.. HR keeps a dated log of all approval transmittals to Finance and the NCI for tracking purposes. Information from approved requisitions (either from Finance or the NCI) returned to HR is entered into the "Elapsed Time" (ET) (MS ACCESS database). If the requisition requires further NCI approval, HR does not enter the information into the ET database until approval is received from the NCI.

The recruiter notifies the hiring manager by phone call and/or sending a fax copy of the requisition when approval is received (immediately, but not more than 24 hours). The approved requisition is processed, sourced and screened, and the number of resumes of qualified applicants that are sent to the hiring manager is logged into the ET database. Upon receipt of the resumes from HR, the hiring manager selects applicants to interview and those interviews are scheduled by HR on the earliest available date for hiring managers and candidates. Upon completion of the last scheduled interview, the hiring manager completes the Candidate Review Form within 24 hours designating the applicant to be hired.

## PERFORMANCE BASED QUALITY ASSURANCE SURVEILLANCE PLAN

Objective 6

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Completed Candidate Review Forms received in HR are date stamped. The HR recruiter reviews the tentative offer package with the hiring manager, then makes a verbal offer by phone to the applicant. The date of the verbal offer is recorded on the interview record updates section of the hard copy of the ET chart, and this information is entered into the database.

No later than the day following receipt of the Candidate Review Form from the hiring manager. HR prepares an offer letter for approval by the Manager of HR or designee. The approved letter is mailed to the candidate within 24 hours of preparation. The candidate returns the letter with an "accept" or "reject" designation. The date of acceptance or rejection is logged into the ET database. If the candidate does not respond within 10 business days, the recruiter contacts the candidate to obtain an accept or reject decision. This date of contact is recorded on the offer letter and entered into the ET database.

2. Primary Method of Surveillance: Random sampling of database housing information. Random sampling of hard copies of employee requisitions and letters of acceptance/rejection will be used as second method of surveillance.
3. Measured Standard of Performance (MSP): 85% of selected candidates for Computer IT positions (Level 11-17) receive a verbal offer of employment within 120 days from date of final approval of the requisition.
4. Quantity of Work Performed: Approximately 50 regular full time, part time and temporary science and technology positions are filled in one year..
5. Level of Surveillance:

Level I - Data for six (6) months in each evaluation period

Due to the small number in the sample population, level of surveillance will be at Level 1. All personnel requisitions for science and technology positions processed during the evaluation period will be reviewed.

6. Sample Size: All personnel requisitions processed for recruitment of Science and Technology personnel will be examined.
7. Sampling Procedure: Random selection of data entered during a work period (also selected at random) determined by the level of surveillance. The Contracting Officer is informed of the randomly selected work periods for surveillance, but the Contractor is not informed.

PERFORMANCE BASED QUALITY ASSURANCE SURVEILLANCE PLAN

Objective 6

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8. Evaluation Procedure: Periodic review (on-site audit) of performance of work.

9. Analysis of Results:

Number of science and technology  
requisitions meeting criteria in date range X 100 = % Compliance Rate  
Total number of requisitions received in date range

**7. Performance Objective: Recruit 85% of Computer IT positions in the levels of E11 to E17 within 120 days from the date of final approval.**

**I PERFORMANCE WORK STATEMENT**

- A. Purpose of Objective:** In accordance with Contract Number NOI-CO-56000, Attachment 1, Statement of Work, Section VI.B., provide direct oversight and responsibility for timely and efficient expediting of recruitment efforts for scientific and administrative staff so as to facilitate the uninterrupted conduct of science and business functions.

**II QUALITY ASSURANCE PLAN - See attached Plan**

**III DATA COLLECTION AND REPORTING**

**A. Approach:**

1. Approved Requisition received back by HR from Government or Finance and forwarded to Accounting
2. Accounting enters data into "Elapsed Time" (ET) spreadsheets for appropriate hiring manager.
3. Recruiter notifies hiring manager.
4. Requisition is processed, sourced, and the number of resumes sent to the hiring manager is logged into ET sheets.
5. Hiring managers select applicants to interview and select final candidate.
6. HR and hiring manager complete candidate review forms and return to HR.
7. HR and hiring manager agree on compensation or other elements of the offer for the position.
8. HR calls candidate to obtain acceptance of verbal offer. Lapsed time clock stops with candidate response and date noted on lapsed time report.
9. Offer letter is approved with signature by Manager, HR or designee and mailed to candidate within 24 hours from return of candidate review form.

10. Candidate sends back offer letter with acceptance or rejection, and letter date is logged into ET sheet (only if verbal offer is not accepted, otherwise it is the date of the verbal acceptance that is logged into the ET sheet).
11. Recruiter calls candidate to attempt to get a response before the withdrawal.
12. Offer withdrawn after 10 days without response from candidate.

**B. Parameters:**

1. High level positions requiring search committees are not included in this objective.
2. Hiring manager or NCI delays in excess of 7 days for interviewing will not be included.
3. Changes made by hiring manager in position level, specifications, or placing positions on hold will not be included.
4. Offers extended and declined due to current employer or Market trends will not be included.
5. Any non-scheduled interruptions, i.e., budget, construction, renovation, will not be included.
6. Offer declines will get a new start date.

**C. Measurement:** Cycle time is the signed date on candidate's acceptance letter / date of verbal acceptance, whichever is sooner, minus date of approved funding.

Metric: Time differential between candidate's signed acceptance and date requisition funding was approved by Finance or Government.

**IV EVALUATION**

- A. Approach:** From provided report, NCI will conduct random sampling
- B. Schedule:** Semi-annually to coincide with Award Fee Schedule
- C. Conflict Resolution:** The NCI and SAIC will mutually develop performance goals, identify potential sources of conflict, and establish cooperative ways to resolve any problems that may arise during contract performance. Any conflicts will be resolved through negotiation.

## PERFORMANCE BASED QUALITY ASSURANCE SURVEHLANCE PLAN

### 7. Recruitment of Computer Information Technology (IT) Personnel, Grade 11-17

#### 1. Contract Requirement

Contract Number NO 1-CO-56000, Attachment 1, Section VI.B., requires the Contractor to provide direct oversight and responsibility for timely and efficient expediting of recruitment efforts for scientific and administrative staff so as to facilitate the uninterrupted conduct of science and business functions.

Performance Indicator: For selected job classifications the Contractor will record the date/time differential between the funding approval date for an employee requisition and the date candidate accepts or rejects the position. It is assumed that no changes occur in the original position level and specifications requested. If any of the following occur with regard to particular employee requisition, that requisition will be excluded from the data population:

- Hiring manager or NCI delays interviewing in excess of 7 days from the date qualified resumes are submitted by HR.
- Hiring manager places the position on hold.
- Hiring manager changes position level or specification.
- Offers extended & declined due to current employer intervention or market trends.
- Non-scheduled interruptions, i.e. budget, construction, renovation, etc.

HR date stamps employee requisitions received and enters information relating to these requisitions into the database (MS ACCESS file) shared with Finance within 24 hours and sends a hard copy of the requisition (dated fax) to Finance for budget approval. The approved requisition is returned to HR by fax within 24 hours. HR keeps a dated log of all approval transmittals to Finance and the NCI for tracking purposes. Information from approved requisitions (either from Finance or the NCI) returned to HR is entered into the "Elapsed Time" (ET) field of the (MS ACCESS) database. If the requisition requires further NCI approval, HR enters the information into the ET database when final approval is received from the NCI.

The recruiter notifies the hiring manager by phone call and/or sending a fax copy of the requisition when approval is received (immediately, but not more than 24 hours). The approved requisition is processed, sourced and screened, and the number of resumes of qualified applicants that are sent to the hiring manager is logged into the ET database. Upon receipt of the resumes from HR, the hiring manager selects applicants to interview and those interviews are scheduled by HR on the earliest available date for hiring managers and candidates. Upon completion of the last scheduled interview, the hiring manager completes the Candidate Review Form within 24 hours designating the applicant to be hired.

## PERFORMANCE BASED QUALITY ASSURANCE SURVEILLANCE PLAN

Objective 7

Page 2

Completed Candidate Review Forms received in HR are date stamped. The HR recruiter reviews the tentative offer package with the hiring manager, then makes a verbal offer by phone to the applicant. The date of the verbal offer is recorded on the interview record updates section of the hard copy of the ET chart, and this information is entered into the database.

No later than the day following receipt of the Candidate Review Form from the hiring manager. HR prepares an offer letter for approval by the Manager of HR or designee. The approved letter is mailed to the candidate within 24 hours of preparation. The candidate returns the letter with an "accept" or "reject" designation. The date of acceptance or rejection is logged into the ET database. If the candidate does not respond within 10 business days, the recruiter contacts the candidate to obtain an accept or reject decision. This date of contact is recorded on the offer letter and entered into the ET database.

2. Primary Method of Surveillance: Random sampling of database housing information. Random sampling of hard copies of employee requisitions and letters of acceptance/rejection will be used as second method of surveillance.
3. Measured Standard of Performance (MSP): 85% of selected candidates for Computer IT positions (Level 11-17) receive a verbal offer of employment within 120 days from date of final approval of the requisition.
4. Quantity of Work Performed: Approximately 15 regular full time, part time, and temporary Computer IT positions are filled year.
5. Level of Surveillance:

Level I - Data for six (6) months in each evaluation period

Due to the small number in the sample population, level of surveillance will be at Level 1. All personnel requisitions for Computer IT processed during the evaluation period will be reviewed.

6. Sample Size: All personnel requisitions processed for recruitment of Computer IT personnel will be examined.
7. Sampling Procedure: Random selection of data entered during a work period (also selected at random) determined by the level of surveillance. The Contracting Officer is informed of the randomly selected work periods for surveillance, but the Contractor is not informed.

PERFORMANCE BASED QUALITY ASSURANCE SURVEILLANCE PLAN

Objective 7

Page 3

8. Evaluation Procedure: Periodic review (on-site audit) of performance of work.

9. Analysis of Results:

Number of Computer IT requisitions  
meeting criteria in date range X 100 = % Compliance Rate  
Total number of requisitions received in date range

8. Performance Objective: Recruit 85% of SCA-Research Technicians within 90 days from the date of final approval.

## **I PERFORMANCE WORK STATEMENT**

- A. Purpose of Objective:** In accordance with Contract Number NOI-CO-56000, Attachment 1, Statement of Work, Section VI.B., provide direct oversight and responsibility for timely and efficient expediting of recruitment efforts for scientific and administrative staff so as to facilitate the uninterrupted conduct of science and business functions.

## **II QUALITY ASSURANCE PLAN - See attached Plan**

## **III DATA COLLECTION AND REPORTING**

### **A. Approach:**

1. Approved Requisition received back by HR from Government or Finance and forwarded to Accounting
2. Accounting enters data into "Elapsed Time" (ET) spreadsheets for appropriate hiring manager.
3. Recruiter notifies hiring manager.
4. Requisition is processed, sourced, and the number of resumes sent to the hiring manager is logged into ET sheets.
5. Hiring managers select applicants to interview and select final candidate.
6. Hiring managers complete candidate review forms and return to HR.
7. HR and hiring manager agree on compensation or other elements of the offer for the position.
8. HR calls candidate to obtain acceptance of verbal offer. Lapsed time clock stops with candidate response and date noted on lapsed time report.
9. Offer letter is approved with signature by Manager, HR or designee and mailed to candidate within 24 hours from return of candidate review form.

10. Candidate sends back offer letter with acceptance or rejection and letter date is logged into ET sheet (only if verbal offer is not accepted, otherwise it is the date of the verbal acceptance that is logged into ET sheet).
11. Recruiter calls candidate to attempt to get a response before the withdrawal.
12. Offer withdrawn after 10 days without response from candidate.

**B. Parameters:**

1. High level positions requiring search committees are not included in this objective.
2. Hiring manager or NCI delays in excess of 7 days for interviewing will not be included.
3. Changes made by hiring manager in position level, specifications, or placing positions on hold will not be included.
4. Offers extended and declined due to current employer or Market trends will not be included.
5. Any non-scheduled interruptions, i.e., budget, construction, renovation, will not be included.
6. Offer declines will get a new start date.

**C. Measurement:** Cycle time is the signed date on candidate's acceptance letter / date of verbal acceptance, whichever is sooner, minus date of approved funding.

Metric: Time differential between candidate's signed acceptance and date requisition funding was approved by Finance or Government.

**IV EVALUATION**

- A. **Approach:** From provided report, NCI will conduct random sampling
- B. **Schedule:** Semi-annually to coincide with Award Fee Schedule
- C. **Conflict Resolution:** The NCI and SAIC will mutually develop performance goals, identify potential sources of conflict, and establish cooperative ways to resolve any problems that may arise during contract performance. Any conflicts will be resolved through negotiation.

## PERFORMANCE BASED QUALITY ASSURANCE SURVEILLANCE PLAN

### 8. Recruitment of SCA - Research Technicians

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#### 1 . Contract Requirement

Contract Number NO I-CO-56000, Attachment 1, Section VI. B., requires the Contractor to provide direct oversight and responsibility for timely and efficient expediting of recruitment efforts for scientific and administrative staff so as to facilitate the uninterrupted conduct of science and business functions.

Performance Indicator: For selected job classifications the Contractor will record the date/time differential between the funding approval date for an employee requisition and the date candidate accepts or rejects the position. It is assumed that no changes occur in the original position level and specifications requested. If any of the following occur with regard to a particular employee requisition, that requisition will be excluded from the data population:

- Hiring manager or NCI delays interviewing in excess of 7 days from the date qualified resumes are submitted by HR.
- Hiring manager places the position on hold.
- Hiring manager changes position level or specification.
- Offers extended & declined due to current employer intervention or market trends.
- Non-scheduled interruptions, i.e. budget, construction, renovation, etc.

HR date stamps employee requisitions received and enters information relating to these requisitions into the database (MS ACCESS file) shared with Finance within 24 hours and sends a hard copy of the requisition (dated fax) to Finance for budget approval. The approved requisition is returned to HR by fax within 24 hours.. HR keeps a dated log of all approval transmittals to Finance and the NCI for tracking purposes. Information from approved requisitions (either from Finance or the NCI) returned to HR is entered into the "Elapsed Time" (ET) field of the (MS ACCESS) database. If the requisition requires further NCI approval, HR enters the information into the ET database when final approval is received from the NCI.

The recruiter notifies the hiring manager by phone call and/or sending a fax copy of the requisition when approval is received (immediately, but not more than 24 hours). The approved requisition is processed, sourced and screened, and the number of resumes of qualified applicants that are sent to the hiring manager is logged into the ET database. Upon receipt of the resumes from HR, the hiring manager selects applicants to interview and those interviews are scheduled by HR on the earliest available date for hiring managers and candidates. Upon completion of the last scheduled interview, the hiring manager completes the Candidate Review Form within 24 hours designating the applicant to be hired.

# PERFORMANCE BASED QUALITY ASSURANCE SURVEILLANCE PLAN

Objective 8

Page 2

Completed Candidate Review Forms received in HR are date stamped. The HR recruiter reviews the tentative offer package with the hiring manager, then makes a verbal offer by phone to the applicant. The date of the verbal offer is recorded on the interview record updates section of the hard copy of the ET chart, and this information is entered into the database.

No later than the day following receipt of the Candidate Review Form from the hiring manager. HR prepares an offer letter for approval by the Manager of HR or designee. The approved letter is mailed to the candidate within 24 hours of preparation. The candidate returns the letter with an "accept" or "reject" designation. The date of acceptance or rejection is logged into the ET database. If the candidate does not respond within 10 business days, the recruiter contacts the candidate to obtain an accept or reject decision. This date of contact is recorded on the offer letter and entered into the ET database.

2. Primary Method of Surveillance: Random sampling of database housing information. Random sampling of hard copies of employee requisitions and letters of acceptance/rejection will be used as second method of surveillance.
3. Measured Standard of Performance (MSP): 85% of selected candidates for SCA Research Technician positions receive a verbal offer of employment within 120 days from date of final approval of the requisition.
4. Quantity of Work Performed: Approximately 1 00 regular full time, part time and temporary science and technology positions are filled in one year..
5. Level of Surveillance:  
  
Level I - Date for three (3) months in each evaluation period  
Level II - Data for six (6) months in each evaluation period

The initial level of surveillance will be at Level II. The level of surveillance may be adjusted monthly based on the Contractor's performance. If performance was excellent, then Level I will be used.

6. Sample Size: The square root of 100 requisitions/year +1 = 11 requisitions
7. Sampling Procedure: Random selection of data entered during a work period (also selected at random) determined by the level of surveillance. The Contracting Officer is informed of the randomly selected work periods for surveillance, but the Contractor is not informed.

PERFORMANCE BASED QUALITY ASSURANCE SURVEILLANCE PLAN

Objective 8

Page 3

8. Evaluation Procedure: Periodic review (on-site audit) of performance of work.

9. Analysis of Results:

Number of SCA-Research Technician  
requisitions meeting criteria in date range X 100 = % Compliance Rate  
Total number of requisitions received in date range

**9. Performance Objective: In 95% of cases, Occupational Health Services (OHS) will offer Hepatitis B vaccine to all eligible employees: i) within 10 working days of beginning work in an area with occupational exposure to human blood or other potentially infectious material, or ii) within 10 working days of notification from the supervisor of employee assignment.**

## **I PERFORMANCE WORK STATEMENT**

### **A. Purpose of Objective:**

To assure that all eligible employees are offered the hepatitis B vaccine within 10 working days of beginning work in an area with occupational exposure. This is required by the Bloodborne pathogen Standard (29 CFR Part 1910.1030) and in accordance with Contract Number NO 1-CO-56000, Attachment 1, Statement of Work IV. B., requiring SAIC to provide preventive health and screening programs.

## **II QUALITY ASSURANCE PLAN - See attached Plan**

## **III DATA COLLECTION AND REPORTING**

### **A. Approach:**

1. For Existing Employees to be added to the Hepatitis B Vaccine Program, receipt of Surveillance Eligibility Form in OHS serves as the source document. The Form is date stamped by a secretary and passed to a Registered Nurse for evaluation.

For New Hire Employees to be added to the Hepatitis B Vaccine Program, receipt of the Surveillance Eligibility Form or the signed job requisition serve as the source documents. The Form is date stamped by a secretary or the first date of assignment is used. The form or job requisition are passed to a Registered Nurse for evaluation.

2. Appointment is made with a Registered Nurse to discuss the Hepatitis B vaccine program.
3. Employee signs either a consent form or a declination statement for the Hepatitis B Vaccine. This documents receipt of offer.

4. The date of notification and the date of offer are recorded under "Counseling" in the OBEDS database.

**B. Parameters:**

1. Written notification from supervisor via Surveillance Eligibility Form (SEF), Job Requisition, or memorandum must be received.
2. Designation of potential biological hazards in the workplace.
3. Vaccine availability.
4. Employee availability for training and formal offer.

**C. Measurement:**

1. Date differential between receipt of written notification and date of offer of the vaccine to the employee.
2. Metric: Date of written notification to OHS and date of offer of vaccine < 10 working days.

**IV EVALUATION**

- A. Approach:** From provided report, NCI will conduct random sampling
- B. Schedule:** Semi-annually to coincide with Award Fee Schedule
- C. Conflict Resolution:** The NCI and SAIC will mutually develop performance goals, identify potential sources of conflict, and establish cooperative ways to resolve any problems that may arise during contract performance. Any conflicts will be resolved through negotiation.

## PERFORMANCE BASED QUALITY ASSURANCE SURVEILLANCE PLAN

### 9. Hepatitis B Vaccine

#### 1. Contract Requirement

In accordance with the Bloodborne Pathogen Standard (29CFR Part 1910.1030 and Contract Number NO I - CO-56000, Attachment 1, Statement of Work, the Contractor is required to provide a comprehensive program of occupational health care including health screening/ preventive programs. The program examined in this objective is provision of Hepatitis B Vaccine for eligible employees

Performance Indicator: The Contractor will comply with the Bloodborne Pathogen Standard (29CFR Part 1910.1030) by assuring that all eligible employees are offered the hepatitis B vaccine within 10 working days of beginning work in an area with occupational exposure.

Occupational Health Services (OHS) is notified of employees eligible to receive Hepatitis B vaccine by the employee's supervisor through a letter or a completed Surveillance Eligibility Forms (SEF), by Human Resources (HR) through a New Hire or Employee Transfer Form, through Safety and Environmental Protection Program (SEPP) by notification of addition of an employee to the Pathogen Registration Program, or through a call or visit from the employee's supervisor. When requests are received by phone or visit, an SEF is sent to the supervisor to complete. All SEF forms received are date stamped by OHS clerical staff. OHS schedules an appointment with the employee by the job requisition notification date to discuss the Hepatitis B Vaccine Program. This documents the receipt of offer. The date of notification and the date of offer of the vaccine to the employee is recorded under "Counseling" in the OHS database (OHEDS). In cases where the employee is unavailable for an appointment to discuss the vaccination program, a note to the file is made.

2. Primary Method of Surveillance: Random sampling of database housing information. Random sampling of hard copies of SEFs and the OHS appointment schedules will be used as second method of surveillance.
3. Measured Standard of Performance (MSP): 95% of all eligible employees will be offered the vaccine within 10 days from the date of receipt of the SEF by OHS.
4. Quantity of Work Performed: Approximately 100 notifications/year
5. Level of Surveillance:  
 Level I - Data for one (1) month in each evaluation period  
 Due to the small sample population, the level of surveillance will be Level I.

PERFORMANCE BASED QUALITY ASSURANCE SURVEILLANCE PLAN

Objective 9

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6. Sample Size: (The square root of 50 notifications/6 months) + 1 = 8 notifications/surveillance period
7. Sampling Procedure: Random selection of data entered during a work period (also selected at random) determined by the level of surveillance. The Contracting Officer is informed of the randomly selected work periods for surveillance, but the Contractor is not informed.
8. Evaluation Procedure: Periodic review (on-site audit) of performance of work.
9. Analysis of Results:

$$\frac{\text{Number of requests meeting criteria in date range}}{\text{Total number of requests received in date range}} \times 100 = \% \text{ Compliance Rate}$$

**10. Performance Objective: Complete > 95% of the jobs by date required.****I PERFORMANCE WORK STATEMENT****A. Purpose of Objective:**

The Publications Department is required by Contract Number NO I -CO-5 6000, Attachment 1, Statement of Work, Paragraph R.F.8., to provide expertise and resources in the areas of design, illustration, computer graphics, photography, editing, desktop publishing, word processing, and reproduction. The timely delivery of Publications' products will allow contractors and personnel to schedule their work to meet their contractual deliverable schedules, presentation schedules, publishing deadlines, and other requirements.

**II QUALITY ASSURANCE PLAN - See attached Plan****III DATA COLLECTION AND REPORTING****A. Approach:**

1. Request is received by Publications and entered into computer database. The required date entered is determined by established turnaround times or requestor's special timeframe.
2. Two copies of the request are printed; one is filed by requested date in the office; the other stays with the job.
3. The job is processed.
4. Requestor proofs job; required dates are renegotiated if necessary.
5. New required-by date is entered into database when the job is complete if changed by re-negotiation.

**B. Parameters:**

1. Requestor job proof period cannot be controlled and will not be included if extended review affects completion date.
2. Required dates must be reasonable for type of job requested.

3. Holidays, weekends, weather condition issues, and NCI-FCRDC schedule changes will not be used for measurement

**C. Measurement:**

1. Date differential between the required date and the date the job is completed.
2. Metric: Date job is completed - Date job request is required

**IV EVALUATION**

- A. Approach:** From provided report, NCI will conduct random sampling
- B. Schedule:** Semi-annually to coincide with Award Fee Schedule
- C. Conflict Resolution:** The NCI and SAIC will mutually develop performance goals, identify potential sources of conflict, and establish cooperative ways to resolve any problems that may arise during contract performance. Any conflicts will be resolved through negotiation.

## PERFORMANCE BASED QUALITY ASSURANCE SURVEILLANCE PLAN

### 10. Completion of Publication Jobs

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#### 1. Contract Requirement

Contract Number NO 1-CO-56000, Attachment 1, Statement of Work, Paragraph H.F.8., requires the Contractor to provide timely delivery of Publications' products to allow NCIFCRDC personnel to meet their contractual deliverable schedules, presentation schedules, publishing deadlines, and other requirements.

Performance Indicator: The Contractor will provide timely delivery of Publications' products such as design, illustration, computer graphics, photography, editing, desktop publishing, word processing and reproduction.

Publications receives a request and generates a job sheet. Information, including date request is received and date finished job is required, is entered into a database. The "required-by" date entered into the database is determined by an established and accepted turnaround time or by a requestor's special time frame. Two job sheets are printed; one is filed by "required-by" date in the office; the other stays with the job as it routes through Publications. After processing, the requester proofs the job. "Required-by" dates are renegotiated if necessary. If a new "required-by" date is established, this date is entered into the database when the job is completed. If the job proof-period is unreasonably extended due to a requestor's absence, this data will not be included in the surveillance population.

2. Primary Method of Surveillance: Random sampling of database housing information. Random sampling of hard copies of Publications' job sheets will be used as second method of surveillance.
3. Measured Standard of Performance (MSP): 95% of all jobs are completed by the initially established date for completion, or mutually agreed-upon revised completion date.
4. Quantity of Work Performed: Approximately 300 requests are received per month
5. Level of Surveillance:

Level I - Data for one (1) month in each evaluation period  
 Level H - Data for three (3) months in each evaluation period  
 Level IH- Data for six (6) months for each evaluation period

# PERFORMANCE BASED QUALITY ASSURANCE SURVEILLANCE PLAN

Objective 10

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The initial level of surveillance will be at Level H. The level of surveillance may be adjusted monthly based on the Contractor's performance. If performance during the evaluation period was poor, then level IH will be used; if performance was excellent, then Level I will be used.

6. Sample Size: The square root of 300 jobs completed + I = 18 jobs completed/month
7. Sampling Procedure: Random selection of data entered during a work period (also selected at random) determined by the level of surveillance. The CO is informed of the randomly selected work periods for surveillance, but the Contractor is not informed.
8. Evaluation Procedure: Periodic review (on-site audit) of performance of work.
9. Analysis of Results:

$$\frac{\text{Number of jobs completed by "required by" date in date range}}{\text{Total number of jobs requested in date range}} \times 100 = \% \text{ Compliance Rate}$$

**11. Performance Objective: Turn > 75% of the requests for Consultants into Consulting Agreements within 14 working days.**

**I PERFORMANCE WORK STATEMENT**

- A. Purpose of Objective:** To enhance performance of the Contracts Statement of Work (Contract Number NO I -CO-56000, Attachment 1, Section VI.E.) by processing all requests for consultants in a timely manner. Consultants may provide expertise and advisory or assistance services to allow for continued work by all contractors and the government at the NCI-FCRDC.

**II QUALITY ASSURANCE PLAN - See attached Plan**

**III DATA COLLECTION AND REPORTING**

**A. Approach:**

1. Purchase Request received in ALS then sent to RCC where PR is received, time and date stamped, by Secretary
2. PR to Manager, RCC to assign action to Specialist
3. PR to Secretary for entering additional information into SmartStream and internal tracking by Secretary. Information also entered into an RCC data base by date received in RCC.
4. Specialist reviews request to determine if appropriate type, i.e., consultant versus service. Specialist prepares documents, Consultant Agreement, work scope (Schedule A), estimate of expenses in accordance with Federal Travel Regulations, determines if consultant needs blood tests at OHS, prepares COA letter.
5. COA obtained by Specialist
6. Once COA is obtained, consultant agreement is sent to President, SAIC, for signature, then to consultant for signature. Requestor notified of approval.

**B. Parameters:**

1. Purchase Request is complete, including Statement of Work, Justification for Other Than Full and Open Competition, approvals, internal reviews (i.e., IRB)

2. Requestor changes or cancellation will not be included in timeline  
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**C. Measurement:**

1. Turn around time from receipt of Purchase Request to award completion
2. Metric: Time differential between the Date request received and Date request is awarded

**IV EVALUATION**

- A. Approach:** From provided report, NCI will conduct random sampling
- B. Schedule:** Semi-annually to coincide with Award Fee Schedule
- C. Conflict Resolution:** The NCI and SAIC will mutually develop performance goals, identify potential sources of conflict, and establish cooperative ways to resolve any problems that may arise during contract performance. Any conflicts will be resolved through negotiation.

## PERFORMANCE BASED QUALITY ASSURANCE SURVEHLANCE PLAN

### 11. Awarding of Consultant Agreements

#### 1. Contract Requirement

Contract Number NO 1-CO-56000, Attachment 1, Statement of Work, Section VI.E. requires the Contractor to provide for efforts or services required by the prime contract description of work which exceed the resources available to support all Contractors and the Government at NCI-FCRDC. This support is achieved through awarding subcontracts. Subcontract awards are subject to approval by the NCI Project Officer and Contracting Officer. Research and Construction Contracts (RCC), following the spirit and intent of the Federal Acquisition Regulations (FAR) and other pertinent regulations, shall obtain, among other requirements, mainframe computer systems, research support services, logistical services, consulting services, off-site facilities and support, A&E services, construction/renovation projects, and interim facilities as required by the NCI.

Performance Indicator: On a monthly basis, the Contractor will record the date/time differential between receipt of a Purchase Request (PR) for contract work in RCC and the award of the contract.

Applicable Consultant Requests received in Acquisition and Logistical Systems (ALS) for entry into SmartStream are sent to RCC. Time and date are stamped on the PR upon receipt in RCC. The PR is then given to the Manager of RCC who assigns the task to the appropriate Contract Specialist. Information from the PR is entered into a database by date received in RCC. The Contract Specialist review the request to determine if this is the most appropriate contract type to use, i.e., Consultant vs. Service. The Contract Specialist prepares appropriate documents, i.e., Contracting Officer Approval (COA) letter, consultant agreement, work scope (Schedule A), estimate of expenses in accordance with FTR. The Contract Specialist determines if the consultant will need blood tests at Occupational Health Services. COA letter and documentation are submitted to the NCI Contracting Officer. Following receipt of COA approval, the consultant agreement is sent tot he President, SAIC for signature. The Consultant Agreement and Schedule A, along with a letter to the Consultant, are either mailed or delivered to the consultant for signature. 'Me requester is notified that the agreement has been processed and arrangements can be made to bring in the consultant.

2. Primary Method of Surveillance: Random sampling of database housing information. Random sampling of hard copies of Purchase Requests will be used as second method of surveillance.
3. Measured Standard of Performance (MSP): 75% of consultant agreements requested are awarded within 14 working days from the time of receipt of the PR in RCC.

# PERFORMANCE BASED QUALITY ASSURANCE SURVEILLANCE PLAN

Objective 11

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4. Quantity of Work Performed: Approximately 34 consultant agreements processed/year.

5. Level of Surveillance:

Level I - Data for six (6) months for each evaluation period

Due to the small number in the sample population, the level of surveillance will be at Level 1. All consultant agreements processed during the evaluation period will be reviewed.

6. Sample Size: Approximately 17 agreements/6-month evaluation period.

7. Sampling Procedure: All data entered during a surveillance period will be reviewed. The Contracting Officer is informed of when the review will occur, but the Contractor is not informed.

8. Evaluation Procedure: Periodic review (on-site audit) of performance of work.

9. Analysis of Results:

$$\frac{\text{Number of requisitions meeting criteria in date range}}{\text{Total number of requisitions in date range}} \times 100 = \% \text{ Compliance Rate}$$

**12. Performance Objective: Turn > 75% of the purchase requests for minor research and development services into purchase orders within 30 working days.**

**I PERFORMANCE WORK STATEMENT**

- A. Purpose of Objective: To enhance performance of the Contracts Statement of Work (Contract Number NOI-CO-56000, Attachment 1, Section VI.E.) by processing all requests for minor research and development services in a timely manner. Rapid subcontracting will allow for the uninterrupted scientific work efforts by all contractors and the government at the NCI-FCRDC.

**II QUALITY ASSURANCE PLAN - See attached Plan**

**III DATA COLLECTION AND REPORTING**

**A. Approach:**

1. Purchase Request received by Lori (backup Vicki)
2. Action assigned by Dennis (backup Terry)
3. Enter into SmartStream and internal tracking by Vicki (backup Lori)
4. Specialist reviews to determine appropriate contract type
5. Solicitation prepared and issued by Specialist
6. Proposal/Bids received are verified by Specialist
7. COA obtained by Specialist
8. Award by Specialist

**B. Parameters:**

1. Purchase Request is complete, including Statement of Work, Justification for Other Than Full and Open Competition, approvals, internal reviews (i.e., IRB)
2. Requestor changes or cancellation will not be included in timeline

**C. Measurement:**

1. Turn around time from receipt of Purchase Request to award completion
2. Metric: Time differential between the Date request received and Date request is awarded

**IV EVALUATION**

- A. **Approach:** From provided report, NCI will conduct random sampling
- B. **Schedule:** Semi-annually to coincide with Award Fee Schedule
- C. **Conflict Resolution:** The NCI and SAIC will mutually develop performance goals, identify potential sources of conflict, and establish cooperative ways to resolve any problems that may arise during contract performance. Any conflicts will be resolved through negotiation.

## PERFORMANCE BASED QUALITY ASSURANCE SURVEILLANCE PLAN

### 12. Minor Research and Development Contract Services

#### I. Contract Requirement

Contract Number NO 1 -CO-5 6000, Attachment 1, Statement of Work, Section VI.E. requires the Contractor to provide for efforts or services required by the prime contract description of work which exceed the resources available to support all Contractors and the Government at NCI-FCRDC. This support is achieved through awarding subcontracts. Subcontract awards are subject to approval by the NCI Project Officer and Contracting Officer. Research and Construction Contracts (RCC), following the spirit and intent of the Federal Acquisition Regulations (FAR) and other pertinent regulations, shall obtain, among other requirements, mainframe computer systems, research support services, logistical services, consulting services, off-site facilities and support, A&E services, construction/renovation projects, and interim facilities as required by the NCI.

Performance Indicator: On a monthly basis, the Contractor will record the date/time differential between receipt of a Purchase Request (PR) for research support services less than \$ 1 00,000 (such as testing services, maintenance services, compounds, assays, collection of samples, etc.) in RCC and the award of the contract.

Applicable Purchase Requests received in Acquisition and Logistical Systems (ALS) for entry into SmartStream are sent to RCC. Time and date are stamped on the PR upon receipt in RCC. The PR is then given to the Manager of RCC who assigns the task to the appropriate Contract Specialist. Information from the PR is entered into a database by date received in RCC. Solicitations are prepared according to required contract type by a Contract Specialist. In some cases, NCI authorization to solicit is obtained. Following receipt of approval, the solicitation is advertised with a predetermined bid period. Proposals/bids are received by the Contract Specialist who prepared the solicitation. Proposals/bids are opened, evaluated, and tabulated by this Contract Specialist who then determines the successful bidder and prepares the Contracting Officer Approval (COA) letter for approval by the Manager, RCC, and both the NCI Project Office and Contracting Office. When COA is obtained, the Contract Specialist verbally awards the contract to the successful bidder. The date of the verbal award is recorded on the PR as the date awarded. Subsequently a contract, purchase order, or award letter is sent to the successful bidder.

2. Primary Method of Surveillance: Random sampling of database housing information. Random sampling of hard copies of Purchase Requests will be used as second method of surveillance.
3. Measured Standard of Performance (MSP) : 75% of purchase requests for minor R&D services are awarded within 30 working days from the time of receipt of the PR in RCC.

PERFORMANCE BASED QUALITY ASSURANCE SURVEILLANCE PLAN

Objective 12

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4. Quantity of Work Performed: Approximately 160 contracts processed/year.

5. Level of Surveillance:

Level I - Data for six (6) months for each evaluation period

Due to the small sample population, the level of surveillance will be at Level I.

6. Sample Size: The square root of 180 requests/6-month period + 1 = 9 + 1 = 10 requests/6-month period

7. Sampling Procedure: All data entered during a surveillance period will be reviewed. The Contracting Officer is informed of when the review will occur, but the Contractor is not informed.

8. Evaluation Procedure: Periodic review (on-site audit) of performance of work.

9. Analysis of Results:

$$\frac{\text{Number of requisitions meeting criteria in date range}}{\text{Total number of requisitions in date range}} \times 100 = \% \text{ Compliance Rate}$$

**13. Performance Objective: Turn > 75% of the purchase requests for off-site leases and services associated with off-site leases into lease agreements/ purchase orders within 45 working days.**

## **I PERFORMANCE WORK STATEMENT**

- A. Purpose of Objective:** To enhance performance of the Contracts Statement of Work (Contract Number NO I -CO-56000, Attachment 1, Section VI.E.) by processing all requests for off-site leases and the services associated therewith in a timely manner. This will allow for continued work by all contractors and the government at the NCI-FCRDC.

## **II QUALITY ASSURANCE PLAN - See attached Plan**

## **III DATA COLLECTION AND REPORTING**

### **A. Approach:**

1. Purchase Request received by RCC clerical staff.
2. Action assigned by Manager, RCC
3. Enter into SmartStream and internal tracking by clerical staff
4. Specialist reviews to determine appropriate contract type
5. Solicitation prepared and issued by Specialist
6. Proposal/Bids verified by Specialist
7. COA obtained by Specialist
8. Award by Specialist

### **B. Parameters:**

1. Purchase Request is complete, including Statement of Work, Justification for Other Than Full and Open Competition, approvals, internal reviews (i.e., UM)
2. Requestor changes or cancellation will not be included in timeline

**C. Measurement:**

1. Turn around time from receipt of Purchase Request to award completion
2. Metric: Time differential between the Date request received and Date request is awarded

**IV EVALUATION**

- A. Approach:** From provided report, NCI will conduct random sampling
- B. Schedule:** Semi-annually to coincide with Award Fee Schedule
- C. Conflict Resolution:** The NCI and SAIC will mutually develop performance goals, identify potential sources of conflict, and establish cooperative ways to resolve any problems that may arise during contract performance. Any conflicts will be resolved through negotiation.

## PERFORMANCE BASED QUALITY ASSURANCE SURVEILLANCE PLAN

### 13. Awarding of Contracts for Off-site Facility Leases and Associated Support Services

#### 1. Contract Requirement

Contract Number NO I -CO-5 6000, Attachment 1, Statement of Work, Section VI.E. requires the Contractor to provide for efforts or services required by the prime contract description of work which exceed the resources available to support all Contractors and the Government at NCI-FCRDC. This support is achieved through awarding subcontracts. Subcontract awards are subject to approval by the NCI Project Officer and Contracting Officer. Research and Construction Contracts (RCC), following the spirit and intent of the Federal Acquisition Regulations (FAR) and other pertinent regulations, shall obtain, among other requirements, mainframe computer systems, research support services, logistical services, consulting services, off-site facilities and support, A&E services, construction/renovation projects, and interim facilities as required by the NCI.

Performance Indicator: On a monthly basis, the Contractor will record the date/time differential between receipt of a Purchase Request (PR) for off-site leases and associated support services in RCC and the award of the contract.

Applicable Purchase Requests received in Acquisition and Logistical Systems (ALS) for entry into SmartStream are sent to RCC. Time and date are stamped on the PR upon receipt in RCC. The PR is then given to the Manager of RCC who assigns the task to the appropriate Contract Specialist. Information from the PR is entered into a database by date received in RCC. Solicitations are prepared according to required contract type by a Contract Specialist. In some cases, NCI authorization to solicit is obtained. Following receipt of approval, the solicitation is advertised with a predetermined bid period. Proposals/bids are received by the Contract Specialist who prepared the solicitation. Proposals/bids are opened, evaluated, and tabulated by this Contract Specialist who then determines the successful bidder and prepares the Contracting Officer Approval (COA) letter for approval by the Manager, RCC, and both the NCI Project Office and Contracting Office. When COA is obtained, the Contract Specialist verbally awards the contract to the successful bidder. The date of the verbal award is recorded on the PR as the date awarded. Subsequently a contract, purchase order, or award letter is sent to the successful bidder.

2. Primary Method of Surveillance: Random sampling of database housing information. Random sampling of hard copies of Purchase Requests will be used as second method of surveillance.
3. Measured Standard of Performance (MSP): 75% of purchase requests for off-site leases and associated services are awarded within 45 working days from the time of receipt of the PR in RCC.

## PERFORMANCE BASED QUALITY ASSURANCE SURVEILLANCE PLAN

Objective 13

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4. Quantity of Work Performed: Approximately 45 off-site leases and associated service contracts processed/year.

5. Level of Surveillance:

Level I - Data for six (6) months for each evaluation period

Due to the small number of requests in the sample population, the level of surveillance will be at Level I. All off-site leases and associated service contracts during the evaluation period will be reviewed.

6. Sample Size: Approximately 23 leases/contracts / 6-month evaluation period

7. Sampling Procedure: All data entered during a surveillance period will be reviewed. The Contracting Officer is informed of when the review will occur, but the Contractor is not informed.

8. Evaluation Procedure: Periodic review (on-site audit) of performance of work.

9. Analysis of Results:

$$\frac{\text{Number of requisitions meeting criteria in date range}}{\text{Total number of requisitions in date range}} \times 100 = \% \text{ Compliance Rate}$$

**14. Performance Objective: Collect 90% of all scheduled radioactive and hazardous waste pickups within one working day of scheduled date.**

**I PERFORMANCE WORK STATEMENT**

- A. **Purpose of Objective:** In accordance with Contract Number NOI-CO-56000, timely pickups of radioactive and hazardous wastes are components of maintaining a safe workplace and overall NCI-FCRDC compliance with regulatory requirements.

**II QUALITY ASSURANCE PLAN - See attached Plan**

**III DATA COLLECTION AND REPORTING**

**A. Radioactive Waste Approach:**

1. Add any special pickup requests to the master pickup list from Microsoft Excel for the appropriate pickup (either Dry Waste Pickup Master Sheet or Liquid Waste Pickup Master Sheet).
2. Save the new document as the date.
3. Print out the document.
4. Visit each building and room listed on the sheet and pickup radioactive waste that is ready for pickup (accessible, properly packaged/labeled, and certified for pickup).
5. Record on the Pickup sheet the proper letter for corresponding actions at each room (V=site visited, waste picked up made, if appropriate; D=site visited/discrepancy notice left; L=door locked, could not gain access; Blank--site not visited).
6. Enter data into computer file for the date.
7. Calculate the percent of labs visited by dividing the number of labs actually visited by the number of labs that should have been visited.
8. Enter this number into the file and into the file Radioactive Waste Pickup Metric Log.
9. File printed sheet from pickup into the file labeled Waste Pickup Metrics.

**B. Hazardous Waste Approach**

1. Take phone calls, e-mail, and memo requests for pick-up.
2. Record information on pickup template throughout the week.
3. Prepare pickup request log. Add regular customer requests to file and sort. File location (x:\datasepp\hazwaste\pickups\1998\prepickup\file name)).
4. Visit all request sites on each Wednesday and pickup chemicals.
5. Record on pickup log those sites visited. Add additional pickups if requested on-site.
6. Record discrepancy with sites not visited.
7. Transfer field pickup data to computer database. (x:\datasepp\hazwaste\pickups\1998\finalpickup\file name)).
8. Prepare annual metric log summary.

**C. Parameters:**

1. Inclement weather causing facility closure will not be counted in timeframe.
2. Holidays will not be included.
3. Proper labeling and identification/certification must be complete.
4. Waste must be accessible.

**C. Measurement:**

- A.  $(\text{Number of chemical waste pickups made}) / [(\text{number of waste pickup requests}) - (\text{number of improperly identified and/or accessible wastes})]$

**IV EVALUATION**

**A. Approach:** From provided report, NCI will conduct random sampling

**B. Schedule:** Semi-annually to coincide with Award Fee Schedule

- C. **Conflict Resolution:** The NCI and SAIC will mutually develop performance goals, identify potential sources of conflict, and establish cooperative ways to resolve any problems that may arise during contract performance. Any conflicts will be resolved through negotiation.

## PERFORMANCE BASED QUALITY ASSURANCE SURVEILLANCE PLAN

### 14. Waste Pick Up/Site Visits

#### 1. Contract Requirement

Contract Number NO I-CO-56000, Attachment 1, Section IV.A. the Contractor has primary responsibility for the maintenance and perpetuation of ongoing safety program to provide a safe and healthful environment, including biological control and radiological health, and for ensuring environmental compliance with regulations. The Contractor fulfills this obligation by maintaining a Safety and Environment Protection Program to provide relevant, comprehensive safety services to the NCI-FCRDC and to assist supervisors in meeting their safety responsibilities. The safety procedures include those procedures relevant to procurement, utilization, and disposal of radioactive and hazardous materials.

Performance Indicator: The Contractor will record the number of sites scheduled for radioactive and chemical waste pickup/visit each week versus the number of completed pickups/visits each week. Waste scheduled for pick up, but not addressed due to emergency incidents such as hazardous spills, fires, etc., will not be included in this study.

2. Primary Method of Surveillance: Random sampling of database housing information. Random sampling of hard copies of forms (Hazardous Waste Pick Up/Liquid Waste Pick Up/Dry Waste Pick Up) will be used as second method of surveillance.
3. Measured Standard of Performance (MSP): 90% of all scheduled waste pick up/visits will be completed within one (1) working day of the date scheduled.
4. Quantity of Work Performed: Approximately 550 scheduled visits to waste pickup sites per month.
5. Level of Surveillance:

Level I - Data for one (1) month in each evaluation period

Level B - Data for three (3) months in each evaluation period

Level IH- Data for six (6) months for each evaluation period

The initial level of surveillance will be at Level H. The level of surveillance may be adjusted monthly based on the Contractor's performance. If performance during the evaluation period was poor, then level HI will be used; if performance was excellent, then Level I will be used.

6. Sample Size: The square root of 550 scheduled pick ups/visits per month + 1 = 24 + 1 = 25 scheduled waste pick up/visit records

PERFORMANCE BASED QUALITY ASSURANCE SURVEILLANCE PLAN

**Objective 14**

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7. Sampling Procedure: Random selection of data entered during a work period (also selected at random) determined by the level of surveillance. The Contracting Officer is informed of the randomly selected work periods for surveillance, but the Contractor is not informed.
8. Evaluation Procedure: Periodic review (on-site audit) of performance of work.
9. Analysis of Results:

$$\frac{\text{No. of waste pick up/site visit records meeting criteria in date range}}{\text{Total number of waste pick up/site visit records in date range}} \times 100 = \% \text{ Compliance Rate}$$

**15. Performance Objective: Respond to 85% of requests for assistance associated with occupational safety and environmental issues received during normal duty hours within 15 minutes, and 95% within 30 minutes.**

## **I PERFORMANCE WORK STATEMENT**

- A. Purpose of Objective:** Part of ensuring a safe and healthful environment for employees and visitors at the NCI-FCRDC and for the protection of the surrounding community, quick response to potentially adverse conditions resulting from activities at the NCIFCRDC is essential. The response to requests for assistance in a timely manner also meets the safety requirements of Contract N01-CO-56000.

## **II QUALITY ASSURANCE PLAN - See attached Plan**

## **III DATA COLLECTION AND REPORTING**

### **A. Approach:**

1. Call received by SEPP Secretary or SEPP Receptionist.
2. Complete SEPP Response Record, noting name of caller, location of problem, extension, date/time of call, date/time of event, type of event and description, name of individual receiving the call.
3. Notify the appropriate SEPP technical staff member (Safety Officer, Safety Specialist, and Environmental Specialist).
4. Technical staff member proceeds to site. Upon arrival at scene, notes time in notebook. Responds as needed.
5. Upon return to office, pickup SEPP Response Record from front desk (room 118). Complete Time Arrived on Scene, Action Taken, Recommendations and Follow-up.
6. Give completed form to SEPP Secretary for data entry.
7. Enter data in database (safety.mdb). Access data entry form from button under Forms section in Main Menu options.

**B. Parameters:**

1. Applies only to those requests received during normal duty hours, 8:00 a.m. - 5:00 p.m. at ext. 1451 or 91 1.
2. Availability to staff to answer ext. 145 1.
3. Availability of technical staff members for response.

**C. Measurement:**

1. The time elapsed between receiving the call/request and someone arriving at the scene.
2. Metric: Response Time = DateDiff ("n",[Time of Call],[Time on Scene])

**IV EVALUATION**

- A. Approach:** From provided report, NCI will conduct random sampling
- B. Schedule:** Semi-annually to coincide with Award Fee Schedule
- C. Conflict Resolution:** The NCI and SAIC will mutually develop performance goals, identify potential sources of conflict, and establish cooperative ways to resolve any problems that may arise during contract performance. Any conflicts will be resolved through negotiation.

## PERFORMANCE BASED QUALITY ASSURANCE SURVEILLANCE PLAN

### 15. Response to Requests for Assistance

#### 1. Contract Requirement

Contract Number NO 1-CO-56000, Attachment 1, Section IV.A. the Contractor has primary responsibility for the maintenance and perpetuation of an ongoing safety program to provide a safe and healthful environment. The Contractor fulfills this obligation by maintaining a Safety and Environment Protection Program (SEPP) to provide relevant, comprehensive safety services to the NCI-FCRDC and to assist supervisors in meeting their safety responsibilities. The safety procedures include responding to requests for assistance.

Performance Indicator: The Contractor will record the date/time differential between the date/time when assistance is requested and the date/time when a Safety Officer or designee arrives at the scene.

Data will be compiled for requests for assistance received during normal working hours, Monday through Friday, 8:30am -5:00pm. Requests are received by telephone in SEPP through the SEPP Receptionist. The receptionist or secretary completes the SEPP Response Record, noting name of the caller, location of the problem, extension, date/time of call, date/time of event, type of event and description, name of individual receiving the call. The receptionist or secretary notifies the appropriate SEPP technical staff member who proceeds to the site. Upon arrival at the scene, the SEPP staff member records time of arrival on the Response Record (or in a notebook if the Response Record was not retrieved prior to arrival at the site), and responds as needed. Upon completion of the task, the SEPP staff member returns the completed Response Record which documents the time arrived on the scene to the front desk of the SEPP Office for data entry. If the Response Record was not retrieved prior to reporting to the site, the SEPP staff member transfers data recorded in a notebook upon arrival at the scene to the Response Record upon completion of the task, and this record is submitted to SEPP secretary for data entry.

2. Primary Method of Surveillance: Random sampling of database housing information. Random sampling of hard copy of Response Record will be used as second method of surveillance.
3. Measured Standard of Performance (MSE): 85% of requests for assistance will receive response from SEPP within 15 minutes of when the call is received in SEPP, and 95% within 30 minutes.
4. Quantity of Work Performed: Approximately 170 requests/year during normal working hours.

# PERFORMANCE BASED QUALITY ASSURANCE SURVEILLANCE PLAN

Objective 15

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## 5. Level of Surveillance:

Level I - Data for three (3) months in each evaluation period

Level H- Data for six (6) months for each evaluation period

The initial level of surveillance will be at Level 11. The level of surveillance may be adjusted monthly based on the Contractor's performance. If performance during the evaluation period was excellent, then Level I will be used.

6. Sample Size: The square root of 85 requests/6 months + 1 = 9 requests + 1 = 10 requests/surveillance period

7. Sampling Procedure: Random selection of data entered during a work period (also selected at random) determined by the level of surveillance. The Contracting Officer is informed of the randomly selected work periods for surveillance, but the Contractor is not informed.

8. Evaluation Procedure: Periodic review (on-site audit) of performance of work.

## 9. Analysis of Results:

$$\frac{\text{Number of requests meeting criteria in date range}}{\text{Total number of records in date range}} \times 100 = \% \text{ Compliance Rate}$$