

AWARD TERM PLAN

Attachment 4

FOR

GLOBAL HOUSEHOLD GOODS (HHG) CONTRACT (GHC)

HTC711-22-D-R002

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## 1.0 Introduction to the Award Term Plan

a. The Award Term Plan is the basis for the evaluation of the contractor's performance by the Award Term Determining Official (ATDO). To this end, the Award Term Plan describes for the ATDO the specific criteria and procedures he must consider to assess the contractor's performance with the end state of determining whether the contractor, based on its performance, has earned an additional performance period. To earn an award term, the contractor must meet the acceptable quality levels (AQL) for the key performance indicators (KPI) contained in Attachment 1, Performance Work Statement (PWS), Service Delivery Summary (SDS), Table 2.1.1. for each month of the evaluation period. This contract will contain a three-year base ordering period and three 1-year option periods, with the potential for the contractor to earn two additional 1-year award terms via the award term provisions of this plan.

b. Any award terms earned; up to two, will be provided to the contractor through contract modifications and is in addition to the base performance period and option periods included in this contract. Award terms earned will be validated by the ATDO based upon review of the contractor's performance against the criteria set forth in this plan. The ATDO may change this plan prior to the beginning of an evaluation period. The contractor will be notified of changes to the award term plan by the Contracting Officer (CO), in writing, before the start of the affected evaluation period. Changes to this plan that are applicable to a current evaluation period will be incorporated by mutual consent of both parties via a bi-lateral modification. Unless the CO gives the contractor specific written notice of any changes to evaluation areas at least 15 calendar days prior to the start of a new evaluation period, the most recently approved evaluation criteria will be used.

c. Award terms are subject to the availability of funds.

## 2.0 Organization

The Award Term process participants consist of: the ATDO; an Award Term Review Board (ATRB) which consists of a chairperson (the GHC Program Manager), the Contracting Officer, Contracting Officers Representatives (COR) from each supported agency, a recorder, a member from the USTRANSCOM Office of the Staff Judge Advocate; and Performance Monitors.

Note: The recorder and member from the USTRANSCOM Office of the Staff Judge Advocate are not voting members.

## 3.0 Responsibilities

a. **ATDO.** The ATDO approves the award term plan and any significant changes to the previously approved plan. ATRB members are approved by the ATDO in writing. The ATDO reviews the recommendation(s) of the ATRB, considers all pertinent data, and unilaterally determines if an award term has been earned by the contractor during each evaluation period.

b. **ATRB Chairperson.** The ATRB Chairperson is responsible for convening the ATRB. The ATRB Chairperson also actively facilitates the ATRB process and reviews action items and monitors follow on action as necessary. Guidance and oversight is also provided to other ATRB members.

c. **ATRB.** ATRB members review Performance Monitors' evaluation of the contractor's

performance, consider all information from pertinent sources, prepare interim performance reports, and arrive at an award term recommendation to be presented to the ATDO. The ATRB may also recommend changes to the award term plan. If the contractor provides a written self-assessment of its performance, the ATRB must consider this assessment when developing the earned award term recommendation to the ATDO.

d. **ATRB Recorder.** The ATRB Recorder is responsible for coordinating the administrative actions required by the Performance Monitors, the ATRB and the ATDO, including: 1) receipt, processing, and distribution of evaluation reports from all required sources; 2) scheduling and assisting with internal evaluation milestones, such as briefings; and 3) accomplishing other actions required to ensure the smooth operation of the award term process.

e. **CO.** The CO is the liaison between the contractor and Government personnel. The CO also executes any modification required to add an earned award term to the contract.

f. **CORs/Transportation Officers (TOs)/Ordering Officers (OOs)** CORs/TOs/OOs maintain written records of the contractor's performance in their assigned evaluation area(s) so that a fair and accurate evaluation is obtained. Prepare interim and end-of-period evaluation reports as directed by the ATRB.

#### 4.0 Award Term Processes

a. **Available Award Term Amount.** Two 1-year award-term periods will be available to the contractor to earn during the life of the contract. The contractor may earn each additional award term period based on its performance during each evaluation period. Once earned, the Contracting Officer will unilaterally exercise the award term via a contract modification effective the start date of the applicable award term period of performance.

b. **Evaluation Period and Process.** Determination of Award Term periods earned by the contractor shall be made at the end of two separate evaluation periods; the first after performance of Option Year One (based solely on performance assessed during Option Year One) and the second at the end of Option Year Two (based solely on performance assessed during Option Year Two). At the conclusion of each of the two evaluation periods, the ATRB will assess the contractor's performance against the Award Term evaluation criteria contained in paragraph 4.0f. If the contractor is determined to have met the KPIs/AQLs contained in Attachment 1, PWS, SDS, Table 2.1.1. and the small business utilization requirements identified in paragraph f. below for each month of the evaluation period, the ATRB will recommend to the ATDO that a 1-year award term period be awarded to the contractor via a contract modification.

c. **Interim Evaluation Process.** The ATRB recorder notifies each ATRB member 7 calendar days before the midpoint of the evaluation period. Performance monitors submit their interim evaluation reports to the ATRB 3 calendar days after this notification. The ATRB determines the interim evaluation results and notifies the contractor of the strength(s) and weakness(es) for the current evaluation period by a letter issued by the CO within 10 calendar days after the midpoint of the evaluation period. The CO may also issue letters to the contractor at any other time when it is deemed necessary to highlight areas of Government concern.

d. **End of Period Evaluation.** The ATRB Recorder notifies each ATRB member 30 calendar days before the end of the evaluation period. Contracting Officer Representatives submit their evaluation reports to the ATRB 7 calendar days after the end of the evaluation period. The ATRB, led by the ATRB Chairperson, prepares its evaluation report and recommendation of the award term within 15 days after the end of the evaluation period. The ATRB briefs the evaluation report

and recommendation to the ATDO. At this time, the ATRB may also recommend any significant changes to the award term plan for ATDO approval. The ATDO determines if an award term will be awarded within 21 calendar days after the end of each evaluation period. The ATDO will issue a letter informing the contractor of the award term decision. The CO will issue a contract modification within 7 calendar days after the ATDO's decision is made to award the earned award term.

<u>Award Term Evaluation Period</u>	<u>Award Term Available to be Earned</u>
Performance during Option Period One	Award Term 1
Performance during Option Period Two	Award Term 2

e. **Contractor Self-Assessment:** Within 7 calendar days after the end of each evaluation period, the contractor may submit a self-assessment to the CO. This written self-assessment of performance throughout the evaluation period may contain information that could reasonably assist the ATRB in the performance evaluation and the recommendation to the ATDO. The contractor's written self-assessment may not exceed 5 pages. Pages submitted beyond the 5 page limit will not be reviewed nor considered in the Award Term evaluation process.

f. **Evaluation Criteria:**

Performance – Contractor's performance meets or exceeds the contract's KPIs/AQLs contained in Attachment 1, PWS, SDS, Table 2.1.1., for each month during the evaluation period.

Small Business Utilization – Contractor meets or exceeds the small business utilization requirement detailed in PWS 1.2.1.2.2 and has not been subject to liquidated damages for failure to meet small business goals IAW FAR 52.219-16 Liquidated Damages – Subcontracting Plan during the entire evaluation period.

## 5.0 Award-Fee Plan Change Procedure

All significant changes are approved by the ATDO, the AFRB Chairperson approves other changes. Examples of significant changes include changing evaluation criteria or adjusting weights to redirect contractor's emphasis to areas needing improvement. The contractor may recommend changes to the CO no later than 60 days prior to the beginning of the new evaluation period. After approval, the CO shall notify the contractor in writing of any change(s). Unilateral changes may be made to the award term plan if the contractor is provided written notification by the contracting offer before the start of the upcoming evaluation period. Changes affecting the current evaluation period must be by mutual agreement of both parties.

## 6.0 Contract Termination

If the contract is terminated for the convenience of the Government, any remaining award terms allocated to subsequent evaluation periods cannot be earned by the contractor.

## Annex 1 – Award Term Organization

### Members:

Award Term Determining Official – USTRANSCOM-TCAQ

Award Term Review Board Chairperson: GHC Program Manager

Award Term Review Board Members:

Award Term Review Board Recorder	USTRANSCOM-TCAQ-R
Contracting Officer*	USTRANSCOM-TCAQ-R
Office of the Staff Judge Advocate	USTRANSCOM-TCJA
Military Services Representatives*	(one member from each service)
Defense Personal Property Management Office	USTRANSCOM-J9

\*Award Term Voting Members

### Performance Monitors

<u>Area of Evaluation</u>	<u>Performance Monitor</u>
Overall Customer Satisfaction	USTRANSCOM-J9
Timely Counseling	USTRANSCOM-J9
Timely Scheduling	USTRANSCOM-J9
On Time Pickup	USTRANSCOM-J9
On Time Delivery	USTRANSCOM-J9
Claims (w/in 30 days)	USTRANSCOM-J9
Claims (over 60 days)	USTRANSCOM-J9
US Vessel Compliance	USTRANSCOM-J9
Systems Availability	USTRANSCOM-J9