

### ODIN Discretionary MPRP Process and Guidance

**Background:** Master Contract A.1.8 (b) established the Metrics Performance Retainage Pool (MPRP) and the decision for disbursement to be made at the sole discretion of the DOCOTR. The Contract also sets forth the ability for discretionary disbursement (all, partial, or none) of the MPRP based on meeting one or more of the Level 1 metrics. However, the specific process of a discretionary MPRP decision for partial disbursement is not provided and is clarified to avoid inconsistencies among the Centers' delivery orders.

**Policy/Clarification/Guidance:** The MPRP must remain an objective performance incentive. For the delivery orders that specify the discretionary approach, the retained funds associated with a specific Level 1 metric(s) that was met or exceeded shall be disbursed. For example, if the contractor meets Availability and Service Delivery metrics but misses Customer Satisfaction metric, then the DOCOTR shall authorize the disbursement of the MPRP amount associated with Availability and Service Delivery, but not Customer Satisfaction. In addition to documenting the discretionary approach in the delivery order, the delivery order shall assign a weight (or percentage) to each metric that will determine the overall amount to be disbursed. The amount to be disbursed is calculated using these agreed weighting (see example below).

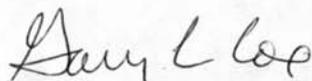
**Procedure/Process:** The following process is to be used for determining the partial MPRP:

1. Incorporate a provision in the delivery order to indicate the intent to utilize discretionary disbursement of the MPRP, based on meeting one or more of the Level 1 metrics.
2. In the delivery order, identify the weighted percentage (0-100%) assigned to each Level 1 metric, ensuring that the sum of the weights equals 100%. Also specify the contractual criteria (90%, etc) required for achieving each Level 1 metric.
3. At the end of each month, compare the contractor's performance with the metric criteria and authorize for disbursal only that portion of retained MPRP dollars that equates to the metrics achieved.

**Example:**

Desktop Services:				<b>Available MPRP: \$30,000</b>		
Metric	Weight	Criteria	Performance	Retained(\$)	Disburse	Amount
Availability	30%	99%	99.2%	\$ 9,000	Yes	\$9,000
Service Delivery	40%	98%	96.5%	\$12,000	No	\$ 0
Customer Satisfaction	<del>30%</del>	92%	92.4%	\$ 9,000	Yes	<u>\$9,000</u>
	100%				Total:	\$18,000

**Issued by:**



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