

2013

FY2013 EMCBC Customer Service Bulletin



U.S. Department of Energy
Environmental Management
Consolidated Business Center
10/25/2013

Office of the Director

The EMCBC mission remains vitally important to the success of the EM Program. In yet another difficult budget year, one marked with significant uncertainty, the EMCBC and our Small Sites were challenged to continue to produce outstanding results in the constrained funding environment which we faced under sequestration. This frequently meant delivering greater results with the funds provided and doing so by maintaining a flexible and agile posture. In all areas, the CBC/Small Sites Team continued to maximize results by being more efficient, while maintaining an outstanding record in the areas of safety and quality.

One of our FY13 goals was to maximize the efficiency of our existing workforce, retain and provide developmental opportunities for the existing EMCBC staff, and, utilizing the results of the Employee Viewpoint Survey (EVS), to improve the environment in which we work. Using the EVS we focused on increasing workplace satisfaction, maximizing employee potential, improving recognition, and enhancing organizational effectiveness.



On January 9, 2013, the EMCBC hosted a meeting of the Small Sites Federal Project Directors and EM HQ personnel that support these projects, which include: Brookhaven National Laboratory (BNL), Energy Technology Engineering Center (ETEC), Lawrence Berkley National Laboratory (LBNL), Moab Uranium Mill Tailings Remedial Actions (UMTRA), Separations Process Research Unit (SPRU), and the West Valley Demonstration Project (WVDP).

On January 31, 2013, at the Federal Executive Board Meeting, three individuals from the EMCBC were recognized for their participation on the Great Cincinnati Federal Executive Board. Jack Craig, Director, EMCBC was recognized for his service as the Chair of the 2012 Local Federal Coordinating Committee for the Combined Federal Campaign and a member of the 2012 Policy Committee. Sheila Gilliam was recognized for serving as Chair of the Cultural Diversity Committee. The mission of the Cultural Diversity Committee is to sustain and enhance an inclusive federal work environment that recognizes, appreciates, and embraces the rich cultures and talents of its diverse employees. Jeffery Williams was recognized for his service as Chair of the Federal Service Excellence Committee. The committee was tasked with organizing the Federal Service Excellence Awards which recognizes the top performers in the greater Cincinnati area. In 2012, a total of 165 nominations were received and winners in 8 categories received recognition.



Jeff Williams, Jack Craig – Director, and Sheila Gilliam

A Combined Federal Campaign (CFC) Keyworker and Coordinators Meeting were held at the EM Consolidated Business Center on January 10, 2013. Keyworkers and Coordinators were invited throughout the Ohio River Valley which encompasses 3 counties in Ohio, 6 counties in Indiana, and 56 counties in Kentucky. Twenty-one members of the CFC community attended the meeting which was designed to share ideas, discuss improvements for next year, and to meet and network with others.



On July 1, the EMCBC kicked-off the 2013 Feds Feeding Families Food Drive Campaign with a goal of collecting 8,000 lbs of non-perishable food items. The campaign ended on September 9 with the EMCBC staff donating 9,268 pounds to benefit this year's recipient the Freestore Food Bank.



Brady Jones, Office of Chief Counsel, Joanne Merritt, and Erin Kroger, Office of Technical Services and Asset Management donating food.

The EMCBC continues to make improvements to better serve our customers and the DOE Complex. The EMCBC is actively engaged in supporting HQ, LM, Oak Ridge, Savannah River, Idaho, Richland, the Office of River Protection, and others. All this is in addition to our traditional mission of the significant support provided to PPPO and CBFO and line management authority for the Small Sites.

Office of Civil Rights and Diversity - FY 2013 Highlights

The mission of OCRD is to ensure equal employment opportunity and diversity through policy development, workforce analysis, outreach, retention and education and; to ensure that employees and contractors are free to raise concerns, without fear of reprisal, to best serve the environmental management program.

Training Conducted:

- Diversity and Inclusion - EMCBC had 100% completion rate; Customer Sites had 99% completions.
- Mandatory EEO Counselors annual 8 hour refresher training
- Diversity Council / SEPM training
- OCRD supported FEB's Diversity Day Training on 8/5/13
- EMCBC HR Forum



Affirmative Action

- **Policy** - Diversity and Inclusion policy statement for EMCBC and WVPD; Harassment policy statement for EMCBC; Reasonable Accommodations policy for EMCBC
- **Reports**- FEORP, DVAAP, MD-715 Report, "State of the Agency" Briefing

Diversity and Inclusion

- Contractor Oversight- Year-End Diversity Contractor Assessments at West Valley, PPPO, Paducah, CBFO, MOAB
- Special Emphasis Programs
- Diversity Council

EEO and ECP

- In FY 2013, the OCRD received 14 inquiries to include 7 claims of EEO discrimination and 7 claims of ECP workplace concerns
- OCRD recruited 1 new EEO Counselor who was trained and certified through EEOC.

Education and Community Outreach

- Public service recognition on Fountain Square
- Disability Awareness at St. Pius grade school in Edgewood, KY
- College recruiting – recruited 3 interns
- Science Bowl completed February 23, 2013 – 7 new schools participated from increased outreach efforts
- Monthly EMCBC Newsletter Article Submission
- Continued College Networking

Federal Financial Assistance

- Teamed with DOE headquarters to conduct Title IX post-award compliance reviews at University of Texas and Clemson University
- Performed 2 Pre-Clearance Reviews issued by EMCBC Office of Contracts grants

Office of Human Resources Management (OHRM)

Fiscal Year 2013 was a year of organizational contraction and professional growth for the EMCBC Office of Human Resources (OHR). While continuing to build on the lessons learned from the 2011 Human Capital Management Accountability Program audit, the office has begun to rebrand itself as a forward thinking, strategic partner for EMCBC and Service Site managers.

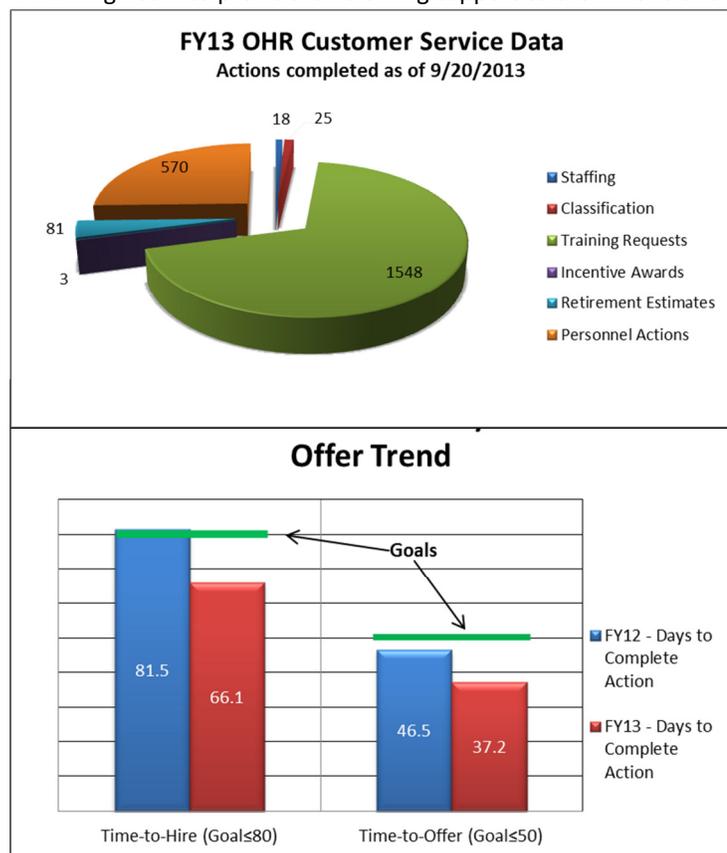
Significant Accomplishments:

The hard work and dedication of the OHR staff resulted in many significant accomplishments in FY13 that has positively improved the EMCBC ability to accomplish its mission, to include:

- Successfully transitioned the training support function from the Learning and Development Training Services to the EMCBC, enabling the OHR Training Team to provide full training support to the EMCBC and its serviced sites;
- Managed the selection of 13 EMCBC employees to participate in various leadership development programs in the EMCBC Career and Leadership Development Program;
- For the second consecutive year, we improved the Time-to-Hire and Time-to-Offer matrix by reducing Time-to-Hire by 19% and Time-to-Offer by 20%;
- Participated on all 4 EVS teams to develop strategies to improve the EMCBC; and
- Continued to improve outreach to serviced sites through site visits and expanding the use of video-based training opportunities

As the Office of Human Resources looks forward to FY14, our goal is to continue to build on the lessons learned in FY13, strengthen our internal capacity, and enhance collaborative relationships in support of providing quality service to our EMCBC and serviced sites' customers.

While FY 13 ended with the departure of four employees, including the HRD, Kathleen Reck, and the Staffing and Recruiting Team Lead, Bruce Wynn, the Office of Human Resources has established a path forward in being proactive to improve its processes and remove any overlap/duplication of work.

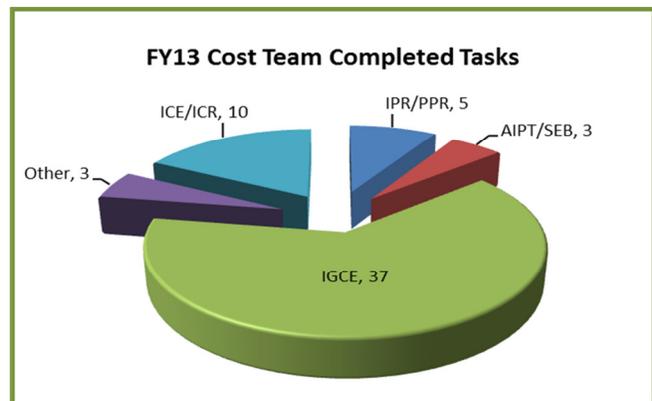
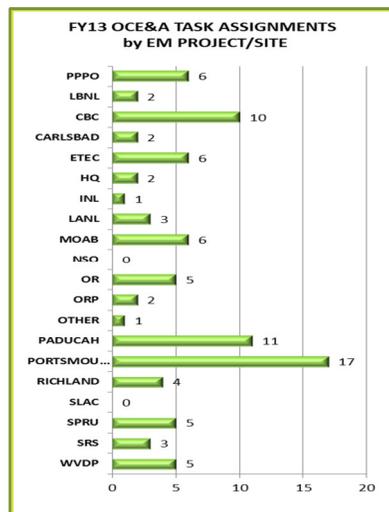


Office of Cost Estimating and Project Management Support (OCE&PM)

The mission of the EMCBC Office of Cost Estimating and Project Management (OCE&PMS) is to fully integrate sound cost estimating practices into all of EM's acquisition and project management processes by serving as EM's center of cost estimating excellence. This office also serves as the EMCBC's Project Management Organization (PMO), whose role is to improve the overall success of EM's Clean-up projects by establishing standards and templates, providing project support through mentoring and resources, and by supporting the planning and execution of strategic, high risk, high cost, and complex EM Clean-up/Closure projects.

Cost Estimating Team – FY13 Accomplishments

The OCE&PMS Cost Estimating Team provides cost estimating and analysis services to the entire EM Complex. During FY13 the team received a total of 77 support requests from various EM customers, and completed 58 task assignments prior to the end of the fiscal year.



The charts above illustrate the diverse EM customer base that this team has supported during FY13, and provides a breakout of completed tasks by major product category of tasks completed by the team in FY13.

Cost Estimating Team – FY13 Notable Accomplishments

Expanded Historical Project Repository within Environmental Cost Analysis System (ECAS)

- ECAS is a web-based system that is used to collect, organize, store, and report historical cost data from completed EM clean-up projects. During FY13, one hundred twenty three (123) ARRA projects from Nevada Test Site, Idaho, Oak Ridge, Richland and Savannah River Site have been added to ECAS, which increased total number of projects in ECAS from 153 to 278.

Support for EM Acquisition and Contract Management Mission

- Completed 13 IGCEs (new awards) with 77% coming within 15% of award costs.
- Completed 24 IGCEs (post award contract actions) with 100% coming within 30% of final negotiated cost.
- Actively supported six EM Acquisition Integrated Project Teams (AIPT) and SEB teams.
- Developed and issued EM HCA Directive 2.10 (IGCE), which establishes EM's IGCE Policy.
- Supported DOE's Office of Acquisition and Project Management (MA-63) during the development of an IGCE for the Savannah River (SR) Salt Waste Processing Facility (SWPF) project, and provided support to the project FPD and EMCBC Office of Contracting during subsequent contract negotiations.

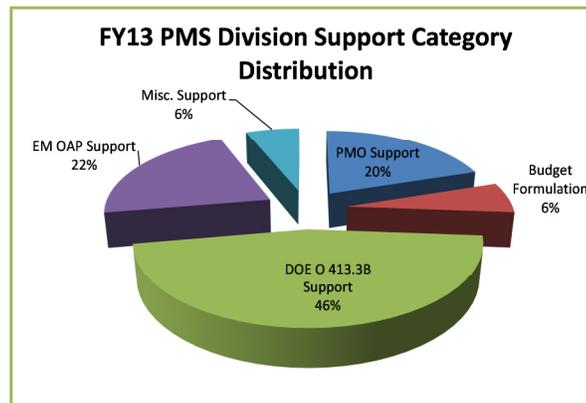
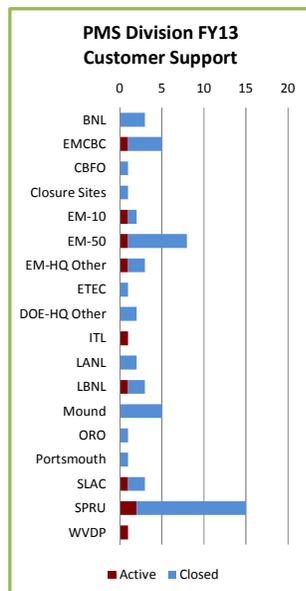
- Developed “H-Clause” to incorporate collection of cost data using the Environmental Cost Element Structure (ECES) and ECAS.

Support for EM’s Project Planning and Execution Mission

- Completed 10 Independent Cost Estimate and Independent Cost Reviews for (ICE/ICR) EM-HQ and Field Offices/Project Sites.
- Supported EM-HQ (EM-53) during five project peer reviews (PPRs) and/or independent project reviews (IPRs).
- Led EM Team who developed EMERS procedures associated with the development of IGCE’s, ICE’s, and conducting ICR’s.
- Developed CD-1 Cost Estimate Range for the LBNL “Old Town” D&D project.
- Supported PPPO by performing a detailed review of the Contract Performance Baseline (CPB) for the DUF₆ Operating Facilities.

Project Management Support Division

The OCE&PMS Project Management Division serves as the EMCBC's Project Management Organization (PMO), by providing project management and analysis support to EM’s Small Sites and EMCBC’s Serviced Sites customers. During FY13 the division received a total of 65 support requests from various EM customers, and completed 55 task assignments prior to the end of the fiscal year.



The charts above illustrate the diverse EM customer base that this team has supported during FY13, and provides a breakout of completed tasks by major product category of tasks completed by the team in FY13.

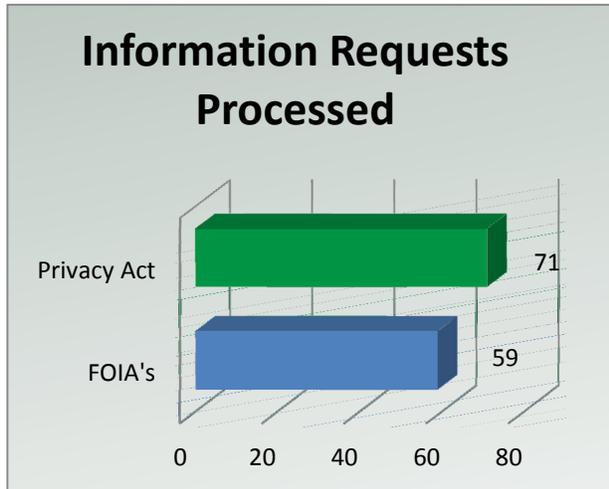
Project Management Support Division – FY13 Notable Accomplishments

- Supported the SPRU Project Office by completing the North Field remediation project, allowing transfer of the land to Naval Reactors for beneficial reuse. Project closure documents were completed, approved, and submitted to EM-HQ.
- Provided support to the SPRU Federal Project Director (FPD) by performing project execution oversight, analysis, performance reporting, and monthly EVMS surveillances.
- Assisted SPRU to quantify the risks involved with shipping important waste streams to an alternate disposal site.

- Supported EM-HQ by participating in the Contract Performance Baseline review for the Carlsbad Field Office.
- Supported multiple EM Project Peer Reviews that were led by EM-53.
- Led an EM team who was tasked with developing a Competencies Guide for EM Operations Activity Managers, and provided the draft guide to EM-HQ.
- Supported the LBNL Old Town D&D project FPD by drafting several key project documents required to obtain Critical Decision (CD) -1 approval.
- Continued to provide support to the EMCBC Office of Contracting by supporting Acquisition Integrated Project Teams (AIPTs) and serving as a Voting Member on a Source Evaluation Board (SEB) for the Paducah Gaseous Diffusion Plant (PGDP) Deactivation Project.
- Facilitated completion of several Project Close-out Reports and Lessons-Learned Reports for EM ARRA and Closure Site projects.
- Developed and published, at the request of the Oak Ridge Site-specific Advisory Board, an EM Fact Sheet that describes the Departments Long-term Stewardship responsibilities at closed EM sites.
- Facilitated Small Site QPRs for both Capital Asset Projects and Operating Activities.
- Coordinated development of all Small Site FY14 Fiscal Year Work Plans.
- Compiled FY13 Environmental Liability Estimate Updates for EM Closure Sites, Small Sites, and the EMCBC.

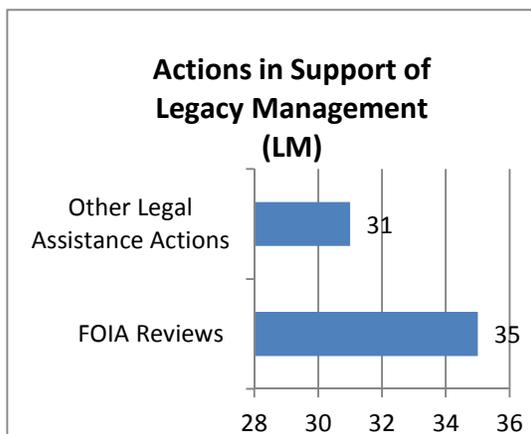
Office of Chief Counsel (OCC)

Each request for legal service is assessed for subject matter and assigned to an attorney consistent with staff expertise, responsibilities and work load.



- Completed 100+ requests for legal advice/services on such issues such as environmental concerns, contract issues, general law, ethics, and personnel law.
- Closed 71 Privacy Act Requests this FY
- Closed 59 Freedom of Information Act (FOIA) requests this fiscal year
- Conducted ethics reviews of 135 personnel filing confidential financial disclosure reports.

- Separations Process Research Unit (SPRU): Supported the site to ensure compliance with EPA's Consent Order ensuring installation of enclosure tents and ventilation systems for buildings H2 and G2 were complete by February 28, 2013. Coordinated the development and implementation of Supplemental Environmental Projects which saved DOE \$115,000 in fines.
- Successfully defended four bid protests
- Completed several easements with adjacent property owners at LM's Pinellas site, which paves the way for a Site Rehabilitation Closure order from the State of Florida
- Successfully supported several litigation efforts to include SPRU, Boeing, McDonnell Douglas and others
- West Valley Demonstration Project
 - Provided significant support and input into the final Waste Incidental to Reprocessing (WIR) Reports for the major pieces of vitrification equipment at WVDP. These WIR serve as a model for all of DOE.
 - Provided significant input for the Greater than Class C EIS for WVDP which will be released later this year.

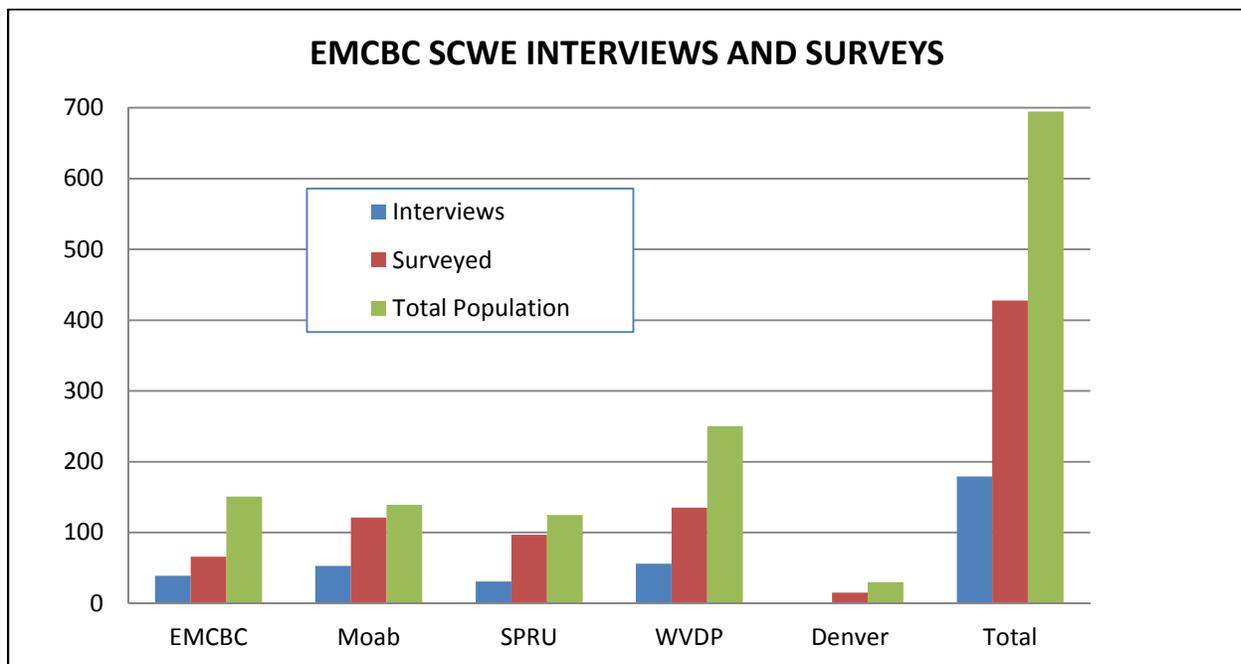


Legacy Management Support Actions

- Conducted 35 reviews of Legacy Management FOIA and Privacy Act requests
- Provided legal support for 31 other LM Matters
- Provided 1,243 hours of legal support for LM Matters

Office of Technical Support and Asset Management (OTSAM)

- Cadre employees supported major initiatives at BNL, SPRU, Portsmouth, and Paducah, and support of EM HQs.
- Trained 7 EMCBC organizations, as well as 4 supported sites on the Records Management System (ERMS). To date 305,813 emails declared into the system and 8,338 folders created.
- Provided ERMS demonstrations to PPPO, LM and Hanford including lessons learned from our processes.
- Classification Office in Denver has made significant progress in providing technical support to NNSA, LM, NIOSH, and HQ.
- Real Property Team awarded 20 Real Property Licenses at customer sites including SRS and PPPO, 8 Leased facility annual condition assessments completed, completed 5 Ten-Year Site Plans and IFI cross-cut budgets reviews for the sites, and completed build-out and move of ETEC site project office.
- Transferred Mound Facility to Mound Development Corporation.
- Completed the Site Sustainability Plan, provided assistance to Small Sites for Sustainability, Sustainability Core Team brought expertise in from HQ to train EMCBC staff, and completed opportunity assessments to achieve 2013 goals.
- Led teams focused on DOE-wide training improvements on the Federal Technical Capabilities Panel and the EM QA Corporate Board.
- Supported “Readiness to Proceed” efforts at the SPRU project and conducted Oversight of field activities as SPRU began D&D/waste management operations.
- Provided Audit Support for EM-43 High Level Waste / Used Nuclear Fuel program Audit of the Waste Treatment and Immobilization Plant, Hanford Site.
- Supported PPPO, CBFO and Oak Ridge in the development of a Management System, as well as QA and Safety documents.
- OTSAM provided 6 assessors to help complete five DOECAP assessments across the DOE complex and Radioactive Waste Acceptance Program assessments at five waste generator sites.
- Completed Safety Conscious Work Environment Assessments of the EMCBC, Moab, West Valley, Denver and SPRU Sites including the completion of 180 interviews and 434 surveys.



- Personal Property: Actual cost savings resulting from property acquisitions of equipment totaled in excess of \$3.8 million dollars. Examples include acquiring excess property like servers, computer equipment, ambulance, fire truck, club transporter, video conference equipment and radiation monitors from other federal agencies for reuse at our customer sites.

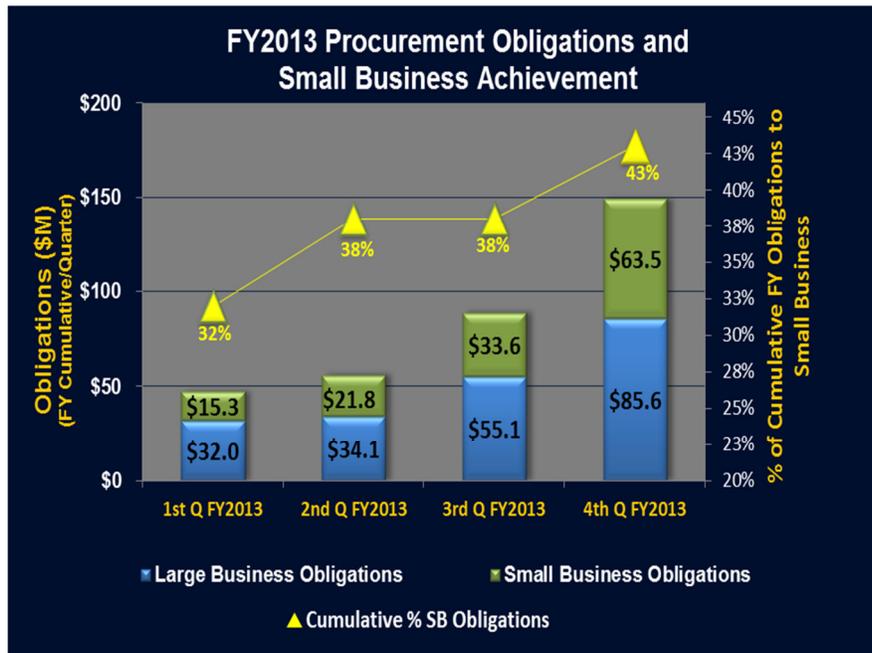


Automobile Auction at Portsmouth



Fire truck acquired from Brookhaven now in use at Paducah

Office of Contracting (OOC)



- Total FY2013 procurement funding obligations were approximately **\$149M**, of which **approximately 63.5M (43%)** went to small business contracts, exceeding the DOE FY goal of 7% and contributing substantially to EM's achievement of its programmatic small business goal.
- **FY2013 Major Small Business Awards:** engineering and technical services at the Portsmouth Gaseous Diffusion Plant (Competitive small business set-aside for a cost-plus-award-fee contract; approximate value is \$43 million); engineering and technical services at the

Paducah Gaseous Diffusion Plant (\$23M); engineering and operations technical services at PPPO and operations of the DUF₆ Conversion Project in Portsmouth and Paducah (\$22M); small business prime contract for nuclear safety and quality assurance support to the Office of the Chief of Nuclear Safety (CNS) and technical support to the office of safety management (EM-41) (\$10M); EM high level modeling and simulation and system flow management services to analyze proposed plans for disposing of excess nuclear materials and liquid wastes (\$6M); and environmental sampling, monitoring and analysis services for ongoing cleanup activities being performed at the WVDP (small-disadvantaged business under the Small Business Administration's 8(a) Program - \$4M).

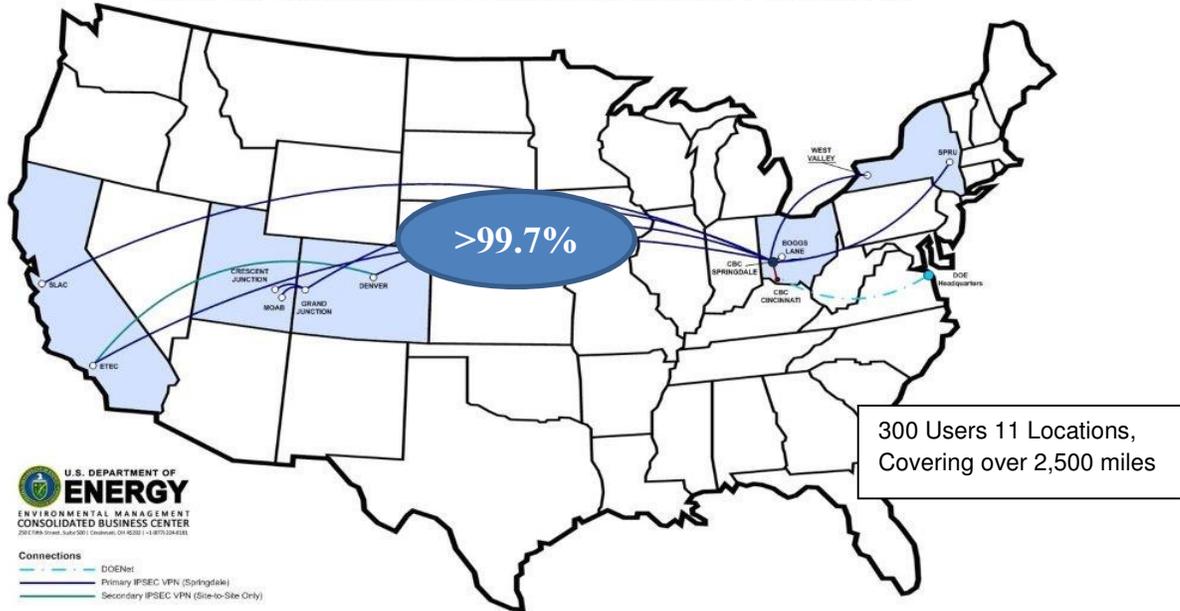
- OOC awards and administers all contracts, financial assistance, and Interagency Agreements for the Small Sites as well as all EM corporate-wide ID/IQ contracts for ER/D&D/Waste Management and Waste Treatment and Disposal. In addition to EMCBC and Small Sites, OOC awarded and administered contracts and financial assistance for PPPO, CBFO, LASO, LANL, LBNL, SNL, EM-11, EM-13, EM-21, EM-22, EM-30, EM-31, and EM-41 in FY2013, as required.
- OOC evaluated and issued **53** Contractor Performance and Assessment Reports (CPARS) for contracts with an aggregate value of **\$1.6B**. **92% of all CPARS were completed within the required 120-day cycle time.**
- FY2013 OOC Cost/Price Analysis: **47** post award reports with an estimated value of approx. **\$2.2B**; **20** financial assistance reports with an estimated value of approx. **\$58M**; and **15** IPT/SEB (ETEC, WVDP, Paducah, Lawrence Livermore, PPPO, and EM).

Major FY2013 Contract and Financial Assistance Awards

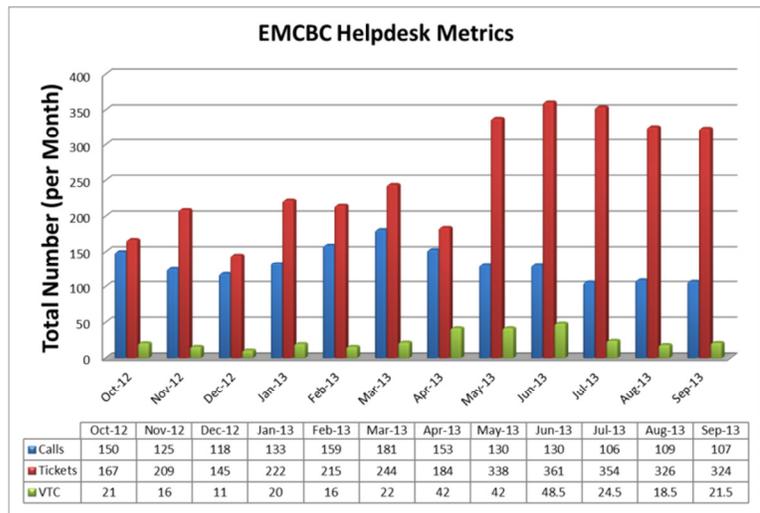
- ❖ Low Level Waste and Mixed-Low Level Waste Disposal ID/IQ Contracts (2 contracts/\$300M maximum orders each) and Task Orders [Task Orders to LANL and SPRU in FY2013]
- ❖ Portsmouth Engineering and Technical Services (\$43M)
- ❖ Paducah Engineering and Technical Services (\$23M)
- ❖ DUF₆ and Lexington Engineering and Operations Technical Services (\$22M)
- ❖ Carlsbad Environmental Monitoring and Research Center (Grant) (\$15M)
- ❖ Environmental Oversight and Monitoring for DOE LANL and SNL (Grant) (\$13M)
- ❖ Nuclear Safety and Quality Assurance Support to CNS (\$10M)
- ❖ Regulatory Oversight of Santa Susana Field Laboratory (ETEC) Cleanup (Grant) (\$5.6M)
- ❖ EM High Level Modeling and Simulation and System Flow Management Services (\$6M)
- ❖ West Valley Environmental Sampling/Monitoring Services (\$4M)
- ❖ Spent Nuclear Fuel and Excess Nuclear Materials Disposition Planning Support for EM-22 (\$4M)
- ❖ National Conference of State Legislatures (Cooperative Agreement) (\$4M)

Office of Information Resources Management (OIRM) - Managing a Nationwide Integrated Network

ENTERPRISE NETWORK CONNECTIVITY DIAGRAM



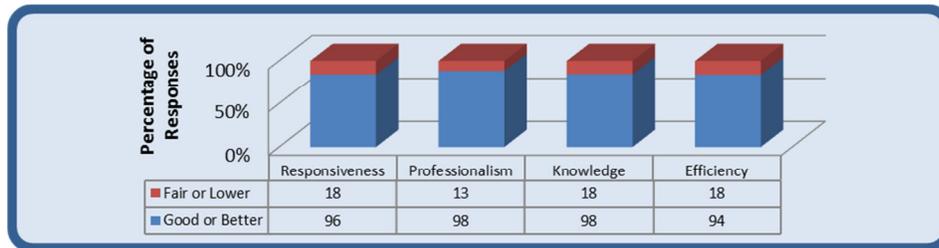
The EMCBC network operated at a 99.3% operational tempo while handling over 4,600 Help Desk requests (tickets and calls) and logging over 303 hours of video teleconferencing.



The EMCBC network operated at a 99.3% operational tempo while handling over a thousand Helpdesk requests. Currently, 90% of the network has been upgraded to Windows 7 which will enhance security and increase performance. In addition to responding to customers' needs, IRM developed a Conference Management tool as a way to track conference-related expenditures and streamline the approval process; rolled out SharePoint, an enterprise-wide collaboration software solution to implement content and document management functions, small group intranet portals and business intelligence tools; and greatly enhanced the video teleconference and training capabilities by installing Smart Audio/Video technology in two EMCBC conference rooms.

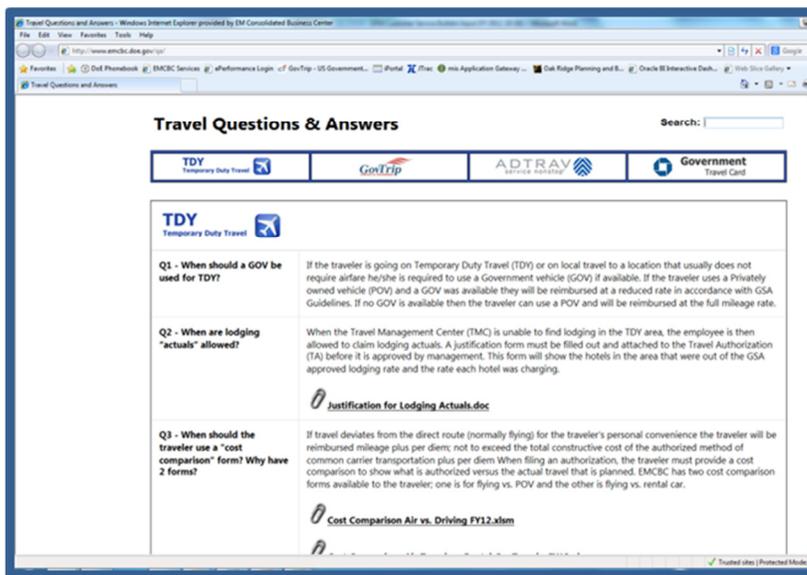
Office of Financial Management (OFM)

We take great honor in providing support to the mission at our customers' sites. Early in FY 2013, we fielded a customer satisfaction survey to assess our strengths and areas for improvement. We fielded seven individual surveys to ask specific questions about our primary service functions. The table



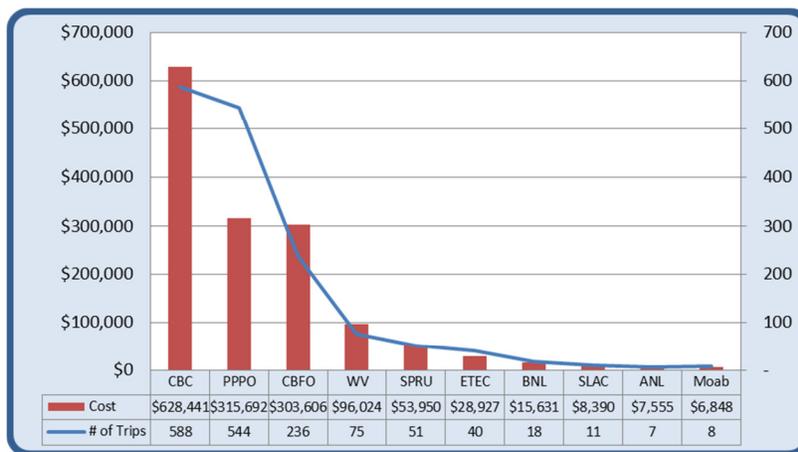
indicates that we received an 85% positive score on primary service attributes.

Of the most use to us were the 66 narrative comments that we received – thank you! We appreciated the 19 positive comments that we received. But, we really appreciated and dug into the 47 constructive comments that you provided. A couple of the most visible changes that we made were in our Travel area. Out of the survey, we implemented a new Frequently Asked Question page (<http://www.emcbc.doe.gov/qa/>). We have also begun a monthly travel update column on the EMCBC newsletter. We hope you find these improvements useful. We hope to continually improve our service to you in FY 2014 – please let us know how we can best support you!



Travel

In FY 2013, we supported 288 travelers who spent nearly \$1.5 million on 1,578 trips. Thirteen employees had the tremendous fortune to make over 20 trips this fiscal year.



Stale Balances

One of our time consuming processes in OFM is to research accounting balances that have not had recent activity. But, that activity produces fruit for our customer sites. In FY 2013, we processed deobligation actions in excess of \$1.6M as a result of our stale balance research actions. That usually represents money back in the pockets of our customer sites.

Budget

In FY 2013, we supported over \$776 million in new funding provided to our customer sites across 20 appropriation accounts, 50 obligation control points, and through 35 funding certifications. We processed over 1,100 individual funding actions this year and accomplished 98.7% of those within our 3 business day goal (92% on the same business day).

50	Invoice Reviews
13	Accounting System Reviews
11	A-123 Focus Areas
9	Contract Closeout Reviews
9	Provisional Rate Reviews
9	Title X Reviews
3	OIG Hotline Reviews
1	EVMS Certification Support
5	Other

One of the projects above is the Title X Reviews that we performed in support of Legacy Management. In those 9 reviews this year, we identified costs that were unallowable to be reimbursed to companies under the program avoiding nearly \$500K in costs for the Office of Legacy Management!

