Part I – The Schedule

Section C

Performance Work Statement
This page intentionally left blank.
## Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Description</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>C.1</td>
<td>Contract Transition</td>
<td>C-3</td>
</tr>
<tr>
<td>C.2</td>
<td>Sponsorship, Management and Administration of Hanford Site Contractor Employee Pension and Other Benefit Plans</td>
<td>C-6</td>
</tr>
<tr>
<td>C.3</td>
<td>Sponsorship, Management and Administration of Legacy Benefit Plans: Pension and Post-Retirement Benefit Plans, and Workers’ Compensation</td>
<td>C-6</td>
</tr>
<tr>
<td>C.4</td>
<td>Infrastructure and Site Services</td>
<td>C-8</td>
</tr>
<tr>
<td>C.4.1</td>
<td>Utilities and Infrastructure</td>
<td>C-8</td>
</tr>
<tr>
<td>C.4.1.1</td>
<td>Electrical Transmission and Distribution, and Energy Management</td>
<td>C-8</td>
</tr>
<tr>
<td>C.4.1.2</td>
<td>Water System</td>
<td>C-12</td>
</tr>
<tr>
<td>C.4.1.3</td>
<td>Sewer Systems</td>
<td>C-15</td>
</tr>
<tr>
<td>C.4.1.4</td>
<td>Sanitary Waste Management and Disposal</td>
<td>C-17</td>
</tr>
<tr>
<td>C.4.1.5</td>
<td>Roads and Grounds</td>
<td>C-18</td>
</tr>
<tr>
<td>C.4.1.6</td>
<td>Railroad System</td>
<td>C-20</td>
</tr>
<tr>
<td>C.4.2</td>
<td>Transportation</td>
<td>C-21</td>
</tr>
<tr>
<td>C.4.2.1</td>
<td>Motor Carrier Services</td>
<td>C-21</td>
</tr>
<tr>
<td>C.4.2.2</td>
<td>Fleet Services</td>
<td>C-23</td>
</tr>
<tr>
<td>C.4.2.3</td>
<td>Crane and Rigging</td>
<td>C-27</td>
</tr>
<tr>
<td>C.4.3</td>
<td>Safeguards and Security</td>
<td>C-28</td>
</tr>
<tr>
<td>C.4.3.1</td>
<td>Protective Forces</td>
<td>C-28</td>
</tr>
<tr>
<td>C.4.3.2</td>
<td>Physical Security Systems</td>
<td>C-33</td>
</tr>
<tr>
<td>C.4.3.3</td>
<td>Information Security</td>
<td>C-37</td>
</tr>
<tr>
<td>C.4.3.4</td>
<td>Personnel Security</td>
<td>C-41</td>
</tr>
<tr>
<td>C.4.3.5</td>
<td>Nuclear Materials Control and Accountability</td>
<td>C-44</td>
</tr>
<tr>
<td>C.4.3.6</td>
<td>Safeguards and Security Program Management</td>
<td>C-46</td>
</tr>
<tr>
<td>C.4.4</td>
<td>Emergencies and First Responders</td>
<td>C-52</td>
</tr>
<tr>
<td>C.4.4.1</td>
<td>Fire and Emergency Response Services</td>
<td>C-52</td>
</tr>
<tr>
<td>C.4.4.2</td>
<td>Emergency Operations</td>
<td>C-56</td>
</tr>
<tr>
<td>C.4.4.3</td>
<td>Radiological Assistance Program</td>
<td>C-59</td>
</tr>
<tr>
<td>C.4.5</td>
<td>Training and Workforce Readiness</td>
<td>C-62</td>
</tr>
<tr>
<td>C.4.5.1</td>
<td>Volpentest HAMMER Federal Training Center</td>
<td>C-62</td>
</tr>
<tr>
<td>C.4.6</td>
<td>Information Technology and Management</td>
<td>C-70</td>
</tr>
<tr>
<td>C.4.6.1</td>
<td>Information Technology Core Services</td>
<td>C-70</td>
</tr>
<tr>
<td>C.4.6.2</td>
<td>Cyber Security</td>
<td>C-77</td>
</tr>
<tr>
<td>C.4.6.3</td>
<td>Information Technology Infrastructure</td>
<td>C-79</td>
</tr>
<tr>
<td>C.4.6.4</td>
<td>End-User Computing Services</td>
<td>C-82</td>
</tr>
<tr>
<td>C.4.6.5</td>
<td>Communications</td>
<td>C-84</td>
</tr>
<tr>
<td>C.4.6.6</td>
<td>Mission Information Technology</td>
<td>C-86</td>
</tr>
</tbody>
</table>
C.4.6.7 Records Management ................................................................. C-88
C.4.6.8 Correspondence Control ......................................................... C-94
C.4.6.9 Multi-Media Services ............................................................... C-96
C.4.6.10 Site Forms Management .......................................................... C-97
C.4.7 Business Services ......................................................................... C-98
C.4.7.1 Personal Property and Materials Management Program .......... C-98
C.4.7.2 Energy Employees Occupational Illness Compensation Program Act Support C-101
C.4.7.3 Hanford Workers Engagement Center ....................................... C-102
C.4.7.4 External Affairs ........................................................................ C-103
C.4.7.5 Courier Services ....................................................................... C-107
C.4.7.6 Mail Services ............................................................................ C-108
C.4.7.7 Reproduction Services ............................................................... C-109
C.4.7.8 DOE Receptionists .................................................................... C-110
C.4.7.9 Site Safety Standards – Common Safety Processes ..................... C-111
C.4.8 Real Property Asset Management .................................................. C-112
C.4.8.1 Planning and Budgeting ............................................................. C-113
C.4.8.2 Acquisition ................................................................................ C-115
C.4.8.3 Sustainment (Maintenance) ....................................................... C-117
C.4.8.4 Disposition ................................................................................ C-122
C.4.8.5 Performance Measures .............................................................. C-124
C.4.8.6 Facilities Information Management System (Reporting Systems) .......... C-125
C.4.8.7 General Purpose Facility Planning and Management ..................... C-127
C.4.8.8 Locksmith Services ................................................................... C-128
C.4.9 Environmental Stewardship and Management ................................ C-129
C.4.9.1 Land Management ..................................................................... C-129
C.4.9.2 Site Access and Use ................................................................... C-133
C.4.9.3 Post-Cleanup Surveillance and Maintenance ................................ C-134
C.4.9.4 Tribal Nations ............................................................................ C-136
C.4.9.5 Hanford Natural Resource Damage Assessment ......................... C-138
C.4.9.6 Cultural and Historical Resource Program .................................... C-139
C.4.9.7 Environmental Integration ......................................................... C-142
C.4.9.8 Environmental Compliance Support .......................................... C-145
C.4.9.9 Natural Phenomena Monitoring ................................................. C-160
C.4.9.10 Radiological Site Services ......................................................... C-162
C.4.10 Safety and QA ............................................................................. C-168
C.4.10.1 Integrated Safety Management System ....................................... C-168
C.4.10.2 Organizational/Safety Culture ................................................... C-168
C.4.10.3 Radiation Protection ................................................................. C-169
C.4.10.4 Worker Safety and Health Management ..................................... C-170
C.4.10.5 Workplace Substance Abuse Programs .......................................................... C-171
C.4.10.6 Event Notification, Reporting, and Investigation ........................................ C-172
C.4.10.7 Activity Level Work Planning and Control Program ..................................... C-174
C.4.10.8 Quality Assurance ......................................................................................... C-174
C.4.10.9 Conduct of Operations .................................................................................. C-178
C.4.10.10 Beryllium ..................................................................................................... C-180

C.4.11 General Performance Requirements ................................................................ C-182
C.4.11.1 Engineering ................................................................................................... C-182
C.4.11.2 Business Administration .............................................................................. C-184
C.4.11.3 Internal Audit ................................................................................................. C-185
C.4.11.4 Employee Concerns Program ....................................................................... C-186
C.4.11.5 Strategic Partnership Projects ...................................................................... C-187
C.4.11.6 Program Management .................................................................................. C-187
C.4.11.7 Project Management ..................................................................................... C-199
C.4.11.8 Hanford Portfolio Analysis, Project Support and Independent Assessment... C-211

C.5 DOE Small Business Procurement Pre-Award Support ........................................... C-218
C.6 Usage-Based Services to Be Provided to Other Hanford Contractors .................... C-220
C.7 Infrastructure Reliability Projects ........................................................................ C-220
C.8 DOE Small Business Procurement Post-Award Support and Additional Assignments..... C-220

Figure
Figure C-1. Work Breakdown Structure by Contract Line Item Number........................ C-2

Table
Table C-1. Required Standardized Training and Common Safety Processes .................... C-64
This page intentionally left blank.
Hanford Mission Essential Services Contract Overview

Contract Purpose and Overview

The purpose of the Hanford Mission Essential Services Contract (HMESC) is to provide direct support to DOE and its Contractors with cost-effective infrastructure and Site services integral and necessary to accomplish the environmental cleanup mission. The scope includes eight (8) primary Contract Line Item Numbers (CLIN) for the base and option periods, as applicable: 1) Transition, 2) Hanford Site Benefit Plans, 3) Legacy Benefit Plans, 4) Infrastructure and Site Services, 5) DOE Small Business Procurement Pre-Award Support, 6) Other Hanford Contractors’ (OHC) Usage Based Services (UBS), 7) Infrastructure Reliability Projects, and 8) DOE Small Business Procurement Post-Award Support and Additional Assignments. See Figure C-1, Work Breakdown Structure by Contract Line Item Number. In addition to this work scope, the Contractor shall play a key role in ensuring that interfaces with and between Hanford Site customers (DOE Offices and OHCs) that affect their scope of work are managed in a manner that encourages open and proactive communication, collaboration, and cooperation.

Organization of the Performance Work Statement

The Performance Work Statement (PWS) work scope elements are further organized into the following sections:

- Background – Presents a general context for the subsequent scoping statements. The Background summarizes the system encompassing the work scope, along with the regulatory or contractual requirements for the scope, and may include historical data.

- Key Customers – Lists the primary users of the products and services required by the Section C, PWS.

- General Scope and Outcome – Provides a summary of the key work activities listed in the Detailed Scope. The Outcome statement is the overall result desired from the sum of the activities and deliverables described in the section.

- Detailed Scope – Provides an in-depth description of the performance-based Contract requirements including deliverables and necessary tasks, actions, functions, or activities to be performed.

- Boundaries, Constraints, and Interfaces – States limits or exclusions to the scope of the required activities, describes conditions or factors that restrict freedom of action by the Contractor, and provides interface requirements with others.

---

1 Hereafter, HMESC may be referred to as the Contract or the Contractor, as applicable.
### General Requirements

<table>
<thead>
<tr>
<th>Utilities &amp; Infrastructure</th>
<th>Transportation</th>
<th>Safeguards &amp; Security</th>
<th>Emergencies &amp; First Responders</th>
<th>Training &amp; Workforce Readiness</th>
<th>Information Technology &amp; Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Electrical Transmission</td>
<td>• Motor Carrier Services</td>
<td>• Protective Forces</td>
<td>• Fire and Emergency Response Services</td>
<td>• Volpentest HAMMER Federal Training Center</td>
<td></td>
</tr>
<tr>
<td>and Distribution, and Energy</td>
<td>• Fleet Services</td>
<td>• Physical Security Systems</td>
<td>• Emergency Operations</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Management</td>
<td>• Crane and Rigging</td>
<td>• Information Security</td>
<td>• Radiological Assistance Program</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Water System</td>
<td></td>
<td>• Personnel Security</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Sewer Systems</td>
<td></td>
<td>• Nuclear Materials Control and Accountability</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Sanitary Waste Management and</td>
<td></td>
<td>• Safeguards and Security Program Management</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Disposal</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Roads and Grounds</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Railroad System</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Business Services</strong></td>
<td><strong>Real Property Asset Management</strong></td>
<td><strong>Environmental Stewardship and Management</strong></td>
<td><strong>Safety &amp; QA</strong></td>
<td><strong>General Performance Requirements</strong></td>
<td></td>
</tr>
<tr>
<td>• Personal Property and Materials</td>
<td>• Planning and Budgeting</td>
<td>• Land Management</td>
<td>• Integrated Safety Management System</td>
<td>• Engineering</td>
<td></td>
</tr>
<tr>
<td>Management Program Program Act</td>
<td>• Acquisition</td>
<td>• Site Access and Use</td>
<td>• Organizational/Safety Culture</td>
<td>• Business Administration</td>
<td></td>
</tr>
<tr>
<td>Support</td>
<td>• Sustainment (</td>
<td>• Post-Cleanup Surveillance and Maintenance</td>
<td>• Radiation Protection</td>
<td>• Internal Audit</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Maintenance)</td>
<td>• Tribal Nations</td>
<td>• Worker Safety and Health Management</td>
<td>• Employee Concerns Program</td>
<td></td>
</tr>
<tr>
<td>• Hanford Workers’ Engagement</td>
<td>• Disposition</td>
<td>• Hanford Natural Resource Damage assessment</td>
<td>• Workplace Substance Abuse Programs</td>
<td>• Strategic Partnership Projects</td>
<td></td>
</tr>
<tr>
<td>Center</td>
<td>• Performance Measures</td>
<td>• Cultural and Historical Resource Program</td>
<td>• Event Notification Reporting and Investigation</td>
<td>• Program Management</td>
<td></td>
</tr>
<tr>
<td>• External Affairs</td>
<td>• Facilities Information Management System</td>
<td>• Environmental Integration</td>
<td>• Activity Level Work Planning and Control Program</td>
<td>• Project Management</td>
<td></td>
</tr>
<tr>
<td>• Courier Services</td>
<td>(Reporting Systems)</td>
<td>• Environmental Compliance Support</td>
<td>• Quality Assurance</td>
<td>• Hanford Portfolio Analysis</td>
<td></td>
</tr>
<tr>
<td>• Mail Services</td>
<td></td>
<td>• Natural Phenomena Monitoring</td>
<td>• Conduct of Operations</td>
<td>• Project Support and Independent Assessment</td>
<td></td>
</tr>
<tr>
<td>• Reproduction Services</td>
<td></td>
<td>• Radiological Site Services</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• DOE Receptionists</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Site Wide Safety Standards</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>– Common Safety Processes</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note: Additional CLINs for Option Period 1 and 2 can be found in Section B, Table B-1, Contract CLIN Structure.

**Figure C-1. Work Breakdown Structure by Contract Line Item Number**
CLIN 0001 – Contract Transition

C.1 Contract Transition

Background
The overriding objectives of transition are to complete a safe, effective and efficient transfer of responsibility for execution of the PWS, resulting in the Contractor assuming full responsibility for the Contract and workforce with no disruption to ongoing operations. The main goal of the transition process is to ensure the terms and conditions of the Contract are fully understood by the Contractor prior to assumption of full responsibility for execution of the Contract.

General Scope and Outcome
The Contractor shall perform the following activities for transition at initial Contract startup:

- Transition the workforce needed to execute the mission of the Contract. This includes:
  - Transition of the incumbent workforce in accordance with the requirements of the Contractor Human Resources Management clauses of Section H, as applicable;
  - Employment of additional staff determined to be necessary; and
  - Placement of subcontracts determined to be necessary. This includes assumption of existing subcontracts identified by the Contractor or as directed by the CO.

- Conduct a due diligence review of existing conditions. This includes:
  - Review of material differences and current conditions identified by DOE;
  - Review of government furnished property and equipment to be assigned to the Contractor; and

- Establish the programmatic and management system elements needed to support execution of the PWS under the terms and conditions of the contract, including:
  - Review of existing project, program and management system documents;
  - Assumption of existing project, program and management system documents as appropriate;
  - Generation of needed replacement project, program and management system documents determined by the Contractor to be needed prior to assumption of responsibility for execution of the Contract; and
  - Establish operations under existing or new programmatic and management systems.

- Support DOE activities needed to determine Contractor readiness to assume responsibility for execution of the Contract under the terms and conditions of the Contract.

The desired outcome is a smooth transition of full responsibility for execution of the Contract that avoids disruptions that could affect the accomplishment of the Hanford Site mission.
Detailed Scope and Requirements

Transition

Unless otherwise specified, the transition period for initial Contract startup will be 120 days from written Notice to Proceed (NTP) to the Contractor assuming full authority and responsibility for execution of the Contract.

During the transition period, the Contractor shall:

- Participate in a Post-Award Orientation session convened by the Contracting Officer (CO) to discuss important contract terms and conditions and the overall approach in contract administration.
- Submit a Transition Plan within 15 days of receipt of written NTP that fulfills the requirements presented in the section entitled, Transition Plan, immediately following this section.
- In coordination with DOE, establish and conduct informational and transition progress reporting sessions with stakeholders and regulators. Communicate community commitments via website and through appropriate informational sessions and communication venues.
- In coordination with DOE and the incumbent contractor, establish the mechanisms to communicate introductory information and transition progress reports to the current workforce.
- Develop training for the workforce on the PWS and the Contractor proposed technical and management approach for execution. Provide DOE a schedule for completion of training that results in 100 percent (100%) of the workforce trained within six-months of NTP.
- Coordinate and cooperate with other contractors during Transition.
- Perform a due diligence review to:
  - Evaluate material differences and pre-existing conditions provided by DOE at the start of Transition.
  - Evaluate the listing and assessment of property and equipment condition provided by DOE at the start of Transition. Conduct a joint reconciliation of this list with the incumbent contractor.
  - Review policies, procedures, plans, records, technical documents, permits, safety analyses, and other documents or forms of information to ensure they are complete, accurate and current. Identify where the Contract does not reflect the most current status of these documents or forms of information.
  - Identify additional material differences and pre-existing conditions associated with Government-furnished property and equipment to be assigned to the Contractor and current conditions of the elements in the PWS established in the Request for Proposal (RFP).
- Prior to the end of transition, provide the CO with a listing of material differences and pre-existing conditions. Untimely submissions will not be considered. After receipt and evaluation of the Contractor Material Difference submission, DOE will negotiate the final list of Material Differences and Pre-existing Conditions with the Contractor that may represent a change to the contract. The CO

---

2 Unless otherwise specified, the number of days listed in the PWS shall be calendar days.
will provide direction to address these potential changes and will establish time frames for completion of applicable actions.

- In addition to other service protocols, develop a Nuclear Safety protocol as described in the Section H clause entitled, Hanford Site Services and Interface Requirements Matrix, for DOE approval prior to completion of transition. The protocol shall be signed, showing concurrence by the Contractor and by other affected contractor(s).

- Support an initial safeguards and security (SAS) survey conducted by DOE. The Contractor shall ensure adequate programs are in place prior to the end of transition to receive a Satisfactory rating, in accordance with DOE Order (O) Contractor Requirements Document (CRD) 470.4B, Change 2, Safeguards and Security Program.

- Provide a single, integrated Nuclear Materials Control and Accountability (MC&A) Plan for use by OHCs performing MC&A activities prior to completion of transition.

- Develop the inter-contractor ordering and financial agreements necessary to support providing services identified in Section J, Attachment J-3.a entitled Hanford Site Services and Interface Requirements Matrix, to other contractors including clear identification of responsibility for the costs incurred under these agreements.

- Support DOE in-process verification of Contract transition.

- Provide DOE with weekly written transition status reports.

- Establish routine status meetings with DOE and affected contractors to review transition activity progress and issues.

- Submit a declaration to DOE, prior to the end of transition, indicating readiness to assume responsibility for execution of the Contract.

- Support DOE in conducting activities required for DOE to determine that, prior to the end of transition, the Contractor is ready to assume full responsibility for execution of the Contract.

Transition Plan

The Transition Plan provides a description of necessary transition activities, identifies involved organizations, identifies Contractor personnel along with roles and responsibilities of who will be managing transition activities, and includes an integrated, critical-path transition schedule that reflects activities by the incumbent, OHCs, and DOE personnel, as appropriate. The objectives of the Plan are to minimize the impacts affecting continuity of operations, identify key issues and overcome barriers to transition. Successful completion of the transition activities will enable the Contractor to assume full responsibility for execution of the Contract no later than 120 days after NTP.

The Plan shall:

- Describe the approach to transition of services and other work identified in the Contract, including the process, rationale, planned activities, and milestones necessary for conducting safe, orderly contract transition; minimize impacts on continuity of operations; identify key issues and associated resolutions that may arise during transition; and plan interactions with DOE, other contractors, the workforce, regulators and stakeholders.
• Identify agreements, letter approvals, determinations of cost allowability, or understandings, the Contractor plans to rely upon and apply to work performed under this Contract, or in the accounting for costs incurred. DOE agreements with predecessor contractors, contract guidance, direction, or interpretation on other contracts shall not apply to this Contract unless they have been identified and approved in advance by the CO. CO approved agreements shall be incorporated into Section J, Advance Understanding on Costs.

• Include a description of the activities necessary for the Contractor to assume full responsibility for the Contract no later than 120 days after NTP.

• Address other activities and deliverables specified in the Contract that require DOE approval prior to completion of transition.

CLINs 0002, 1002, 2002 – Hanford Site Benefit Plans

C.2 Sponsorship, Management and Administration of Hanford Site Contractor Employee Pension and Other Benefit Plans

The Contractor will have certain responsibilities regarding sponsorship, management and administration of pension and other benefit plans for certain active and retired Contractor employees at the Hanford Site. The requirements associated with these responsibilities are set forth in the Section H clauses entitled, Employee Compensation: Pay and Benefits, Post-Contract Responsibilities for Pension and Other Benefit Plans. Non-labor related cost to perform these functions reside within these CLINs. Labor related costs to perform the management and administration functions are to be charged to the Business Administration scope, under the Infrastructure and Site Services CLINs.

CLINs 0003, 1003, 2003 – Legacy Benefit Plans

C.3 Sponsorship, Management and Administration of Legacy Benefit Plans: Pension and Post-Retirement Benefit Plans, and Workers’ Compensation

The Contractor will have certain responsibilities regarding sponsorship, management and administration of pension and other benefit plans for certain retired Contractor employees associated with work at different DOE Sites. These include, but are not limited to, DOE Sites in Colorado, Ohio, and Washington States. The requirements associated with these responsibilities are set forth in Section H clauses entitled, Employee Compensation: Pay and Benefits, Post-Contract Responsibilities for Pension and Other Benefit Plans, and Workers’ Compensation. Non-labor related cost to perform these functions reside within these CLINs. Labor related costs to perform the management and administration functions are to be charged to the Business Administration scope, under the Infrastructure and Site Services CLINs.

CLINs 0004, 1004, 2004 – Infrastructure and Site Services

General Requirements

Scope Summary

The PWS is intended to provide a broad framework and general scope, including interfaces, and requirements, of the work to be performed. Additional detailed requirements are included in the Section J, Attachment J-3 entitled, Hanford Site Services and Interface Requirements Matrix, which identify services to be provided to OHCs. The deliverables associated with the PWS as well as other sections of this Contract are listed in Section J, Attachment J-10 entitled, Contract Deliverables. The Contractor shall provide the personnel, materials, supplies, and services necessary to perform the PWS or as directed by the CO.
The Contractor is responsible for the work scope and shall provide these services, satisfying requirements necessary for safe, compliant, cost-effective, and energy-efficient operations. The Contractor shall right-size the infrastructure and services, and maintain the capability of infrastructure systems provided for the Hanford Site over its life cycle. If, in the course of these actions, it is determined that elimination of specific services is necessary, DOE approval is required.

**Hanford Site Integration Contractor**

The Contractor shall perform the function of Hanford Site Integration Contractor. As the Site’s Integration Contractor, the Contractor shall demonstrate effective Site Integration through the development of a Hanford Site governance policy, which communicates DOE expectations and roles and responsibilities relative to inter-contractor leadership and cooperation in the conduct and advancement of the Site’s environmental cleanup missions. The governance policy shall be developed in collaboration with DOE and the OHCs. The Contractor shall provide DOE with an unfiltered forward-looking forecast of emerging issues that could affect the OHCs, and shall identify longstanding or emerging issues that affect efficient Site operations and provide recommendations for improvement. Additionally, the Contractor shall facilitate a contractor leadership council, facilitate crosscutting inter-contract Site integration opportunities (e.g., business systems, training), and lead/facilitate DOE-directed integration initiatives. Examples of areas requiring integration activities are the development of a Hanford Site Work Breakdown Structure (WBS), Information Technology (IT), Security, and Emergency Management.

**Infrastructure and Services Alignment Plan & Annual Forecast of Services and Infrastructure**

The Contractor shall develop, maintain, and update an Infrastructure and Services Alignment Plan (ISAP) that incorporates the strategic vision and describes the activities necessary to integrate the Contractor responsibilities with those of the OHCs, to right-size the infrastructure and services, and to maintain the capacity of infrastructure systems provided for the Hanford Site over its life cycle. Other assessments, plans, studies, and analyses, as detailed in Section C, PWS, may be part of the ISAP.

The ISAP shall also provide planning information to successfully achieve the Contractor outcomes while minimizing the Hanford Site’s life cycle costs. The ISAP shall collect information from Master Plans, the Annual Forecast of Services, and other documents to support infrastructure and services forecasting. The ISAP shall identify opportunities to re-engineer or replace systems as necessary (without negatively impacting mission contract project schedules) in a timely and coordinated fashion. The ISAP shall include an approach for taking advantage of new technologies and business practices that make good business sense from a safety, compliance, cost-effectiveness, and energy-efficiency perspective. The ISAP shall consist of a publicly releasable summary brochure of less than 50 pages and an internal Hanford Local Area Network (HLAN) website with access to more comprehensive planning and supporting information.

The ISAP shall incorporate a forecast of needed utilities, services and infrastructure from the OHCs. The Contractor shall develop performance metrics/service levels in each of the CLINs, except for CLIN 1 (Transition), which will be used to evaluate performance of services delivered under this Contract and the physical condition of infrastructure and utilities, including systems and equipment necessary for the life cycle of Hanford cleanup for DOE approval. The Contractor shall also establish the frequency of performance measurement against the metrics. Planned and actual performance shall be evaluated and reported in the monthly report. The performance information shall be used in the development of the ISAP, including annual updates and in determining the need for infrastructure reliability projects.

**Government-Furnished Services and Information**

The GFS/I included in this Contract (see Attachment J-11 entitled, *Government Furnished Services and Information*) is for the first year of the Contract term. DOE is committed to providing effective support to
the Contractor throughout the period of contract performance, and the Contractor may request that DOE consider providing additional GFS/I. To manage the GFS/I furnished under the Contract and to evaluate the additional GFS/I that may be required by the Contractor, the Contractor shall submit for DOE approval:

- GFS/I Request: 12-month advance projection of GFS/I to be furnished under the Contract and additional Contractor-requested GFS/I, prior to each fiscal year; and
- GFS/I Request – Update: Quarterly update to the projection of GFS/I furnished under the Contract and additional Contractor-requested GFS/I, prior to each quarter.

For the additional Contractor-requested GFS/I, if for any reason DOE cannot provide the Contractor with its requested additional GFS/I, the Contractor remains fully and solely responsible for obtaining the needed services and/or information in a timely manner and without recourse against DOE.

For items described in Attachment J-13 entitled, Hanford Waste Site Assignment List, DOE will execute its GFS/I responsibilities for review, approval, and/or certification actions following Contractor submission of an acceptable product.

For each GFS/I that includes an interface with OHCs, the Contractor shall coordinate with each of the OHCs to support a cooperative and effective delivery of GFS/I.

C.4 Infrastructure and Site Services

The scope of Infrastructure and Site Services includes activities such as utilities (electrical and energy management, water, and sewer), sanitary waste disposal, roads and grounds, and railroad services. The Contractor shall develop and implement an integrated, life cycle approach to furnish, operate, maintain, and close infrastructure, supporting the Hanford Site mission, based on necessary and sufficient user requirements.

The Contractor shall maintain services and equipment required to support the Hanford Site environmental cleanup mission, and ensure safe, compliant, cost-effective, and energy-efficient alignment with projects that are integral to the Hanford Site mission. The Contractor shall, when appropriate and cost effective, replace fixed and system related utilities with temporary services or permanent, off-grid power sources.

When DOE or the Contractor determines services and/or equipment are no longer required or cost-effective, the Contractor shall propose actions for elimination or removal. The Contractor shall, when appropriate, align its delivery of services and equipment to implement the goals described in Executive Order 13423, Strengthening Federal Environmental, and Transportation Management, and DOE directives regarding Transportation Management.

C.4.1 Utilities and Infrastructure

C.4.1.1 Electrical Transmission and Distribution, and Energy Management

Background

The high voltage electrical utility consists of a system for providing power to the facilities at the Hanford Site (100, 200, 400, and 600 Areas).

Key Customers

- DOE
- OHCs
- Waste Treatment and Immobilization Plant (WTP)
• Businesses, or other public utilities that operate facilities in the 100 Area, 200 Area, 400 Area, and 600 Area.

**General Scope and Outcome**

The Contractor shall operate the Hanford Site high voltage electrical transmission and distribution systems, including energy management responsibilities, and coordinate with the interconnected utility operators, as necessary.

The Contractor shall eliminate and remove services and equipment that are no longer required and align the remaining systems and equipment with Hanford Site missions; when appropriate and cost effective, replace fixed and system related utilities with temporary services or permanent, off-grid power sources.

The desired outcome is timely, compliant, safe, reliable, cost-effective, and energy-efficient electrical service to Hanford Site projects/facilities that meets customer needs and maintains the integrity of the nation’s bulk power system.

**Detailed Scope**

The Contractor shall:

• Operate, maintain, upgrade, renovate, and replace electrical utility systems in alignment with the Electrical Utilities Master Plan, approved by DOE (the Plan is described in detail in Section C entitled, *Electrical Planning*).

• Operate the Hanford electrical transmission and distribution system in a safe and reliable manner, in compliance with the requirements of the mandatory Electric Reliability Standards.

• Eliminate and remove services and equipment no longer required.

• Integrate electrical utilities improvements with Site projects, the Comprehensive Land Use Plan (CLUP) and DOE Real Property Asset Management requirements (See section 4.8, *Real Property Asset Management* and applicable DOE directives for *Real Property Asset Management*).

• Monitor components for signs of impending failure, with selective maintenance performed when appropriate, to extend the operating life.

• Plan, organize, direct, monitor, and evaluate the operation of the Hanford Site electrical transmission and distribution system.

• Maintain safe working areas through controlled system configuration changes.

• Analyze electrical system loading and correct abnormal/emergency conditions.

• Prepare and execute switching orders.

• Provide engineering support, including configuration control; system modification design; supervisory control and data acquisition (SCADA) and remote terminal unit operational support; equipment breakdown and repair analysis; excavation permit review; construction project design review; engineering service request evaluation and response; and system reconfiguration.

• Provide Condition Assessment Survey results for electrical utilities, facilities, systems and equipment within the timeframe consistent with CRD O 430.1 (current version), *Real Property Asset Management*. 
• Coordinate with OHCs to obtain the following:
  1. Energy cost and consumption data for the Site Sustainability Plan (see Section 4.1.1.3, Energy Management for Site Sustainability Plan);
  2. Energy cost and consumption data for the quarterly Hanford Site energy cost and consumption date entry to Energy Management System 4 database;
  3. Facility shutdown constraints and impacts due to fuel reductions for the Site Sustainability Plan (see Section 4.1.1.3, Energy Management for Site Sustainability Plan); and
  4. Facility electrical load information for the annual electrical load forecast.

**C.4.1.1.1 Electrical Operations**

The Contractor shall:

• Provide meter specification and design reviews; collect electrical metering data, prepare recharge billings, and distribute electrical load charts for buildings and building groups; evaluate energy savings opportunities; and interface on contract and billing corrections.

• Review and validate Bonneville Power Administration (BPA) power and transmission sales agreements, rate schedules and tariffs, verify the monthly BPA power and transmission service invoices for accuracy (DOE pays the invoices received from BPA), develop a breakdown of each Contractor costs, and provide the cost breakdown to DOE monthly.

• Ensure the accuracy of the Contractor’s electricity purchases from the Benton Public Utility District No. 2 (BPUD), the Benton Rural Electric Association (BREA), and the City of Richland.

• Prepare an annual load forecast of power and energy requirements for the Hanford Site electrical loads, in accordance with the format prescribed by BPA, and submit the forecast to DOE by June 15.

• Ensure planned outages affecting the Hanford Site 230kV transmission system are coordinated in advance with the BPA, in accordance with the agreed-upon notification process.

• Prepare Outage and Load Shift Reports utilizing the format provided by the BPA and submit electronic copies of the Reports to BPA and DOE within four (4) days of the outage or load shift.

• Operate and maintain the A-6 substation, including 13.8kV cables from Building 251E to Building 87, for serving power to the WTP; the WTP will connect to the load side of the 13.8kV switchgear in Building 87. Operate and maintain the cables in accordance with the 24590-WTP-ICD-MG-01-011, Rev. 11 entitled, Interface Control Document for Electricity, for the WTP.

• Supply a work scope statement and a charge code to DOE for BPA work when it is necessary to obtain support from BPA for substation activities, such as relay settings, equipment installation, and equipment testing. DOE will issue a task order to BPA utilizing Interagency Agreements.

• The Contractor shall routinely communicate with the BPA, BPUD, and BREA regarding system interface and provide information (e.g., transformer losses, relay settings, unplanned outage response, billing), when requested.

**C.4.1.1.2 Electrical Distribution System Maintenance**

Maintenance of the distribution system consists of a combination of preventive, predictive, and corrective maintenance programs that are developed to allow a piece of equipment to function within design
operating conditions and to realize its maximum, reasonable, useful life. Electrical distribution systems shall be maintained to comply with safety requirements and assumptions for Hanford Site facilities as documented in applicable documented nuclear safety analyses. The Contractor shall use Integrated Safety Management System (ISMS), Quality Assurance (QA) and improvement plans, operational trends, vendor recommendations, cost/benefit analysis, and engineering evaluations as a basis to establish maintenance activities.

Maintenance activities shall be performed by qualified personnel and shall include system inspections, high voltage testing, calibrations, repairs, re-lamping, and troubleshooting; and are focused primarily on system protection equipment (e.g., relays, circuit breakers, and batteries), safety-related equipment, and the transmission system.

The Contractor shall drain, store, dispose of, and recycle (as appropriate) polychlorinated biphenyl oil from electrical equipment, as necessary, in accordance with applicable environmental regulations.

**C.4.1.1.3 Energy Management**

The Contractor shall:

- Develop an Annual Site Sustainability Plan that supports the Hanford Site energy savings goals and/or performance expectations consistent with the applicable Federal energy, buildings, and fleet management requirements. The Plan shall:
  - Contain an energy conservation component to mitigate the effects of a sudden disruption in the supply of fuel oil, natural gas, electricity, and other critical energy supplies.
  - Be reviewed on an annual basis, and updated.
  - Be prepared in accordance with the annual guidance from DOE Headquarters (DOE-HQ) and shall be submitted to DOE.
  - Contain textual information describing the Contractor’s activities or projects that support the Hanford Site energy savings goals and/or performance expectations, and numerical data (e.g., annual energy costs, energy consumption, square footage, and water usage) for the OHCs.
- Perform energy conservation performance measurement tracking and reporting, and incorporate into the Plan.
- Generate quarterly energy conservation performance report energy statistics that include the OHCs data; the data shall be entered into the DOE-HQ Energy Management System 4 Database at the end of each calendar quarter, and by November 15 for end-of-year data.
- Support DOE in the development and implementation of the Hanford Site Electrical Metering Plan, which includes but is not limited to provide data and input for the report, draft the report, coordinate with OHCs, provide to DOE, resolve comments and produce a final product. The Plan shall be updated annually.
- Retain historical facility electrical demand and energy consumption records.
C.4.1.1.4 Electrical Planning

The Contractor shall:

- Develop and deliver an Electrical Master Plan that documents a strategy for managing repairs, life extensions, replacements, and deactivations for the electrical transmission and distribution system over a ten (10) year planning horizon.

- Define and formulate maintenance and upgrade projects ready for project execution.

Boundaries, Constraints, and Interfaces

Boundaries and Constraints:

- The Hanford Site receives electricity from the BPA, BPUD, BREA, and the City of Richland. Electricity and transmission service from BPA are obtained via a Power Sales Agreement and Transmission Service Agreement between BPA and DOE. Electricity from BPUD, BREA, and the City of Richland is obtained via standard industrial customer, purchased by the OHCs. Because the Hanford Site transmission and distribution system is physically connected to the BPA, BPUD, and BREA systems, the Contractor shall communicate on a regular basis with the appropriate BPA substation operators, BPUD, and BREA to ensure day-to-day operation and coordination of the electrical systems interfaces, which may require verbal or email communication. DOE is responsible for formal communications with these entities.

- The 300 Area electrical distribution system is owned, operated, and maintained by the City of Richland. The Contractor shall operate and maintain roadway luminaires and light standards along Route 4 South adjacent to the 300 Area. The Contractor is responsible for operation and maintenance of roadway luminaires and light standards along Route 4 South adjacent to the 300 Area from the secondary side of Cypress/Route 4S intersection. The Contractor is also responsible for the street lighting within the 300 Area, and area lighting in the 300 Area parking lots, unless the fixture is attached to a pole owned by the City of Richland.

Interfaces: BPA, BPUD, BREA and other businesses, or other public utilities that operate facilities.

C.4.1.2 Water System

Background

The Hanford Site Water System is a ready-to-serve water utility service. The system primarily consists of a complex assortment of buildings, pumps, valve houses, distribution piping, water treatment, and storage (reservoir) facilities that delivers water from the Columbia River to the Hanford Site Central Plateau 100 (except 100-K), 200, and 600 Areas, and City of Richland supplies water to the Hanford Site 300 Area, located north of the city. Major parts of the water system are one active water treatment plant, two river pump stations, and more than 100 miles of raw and potable water distribution pipelines. The 100 Area water system includes the line supplying the 100-BC Areas.

Key Customers

- OHCs
- WTP

General Scope and Outcome

The Contractor shall operate the Hanford Site Water System, including compliance and sampling; maintenance of support structures, systems, and components (SSC); operation of the water treatment
plant; and performance of water administration duties in accordance with, but not limited to, applicable federal, State of Washington (state), and local laws, regulations, and guidance documents for water systems.

The Contractor shall align the systems and equipment with Hanford Site missions (such as capacity and reliability), and shall eliminate and remove services and equipment that are no longer required.

The desired outcome is a safe, compliant, and reliable Hanford Site Water System (i.e., raw and potable water) that meets customer needs.

**Detailed Scope and Requirements**

The Contractor shall:

- Operate, maintain, upgrade, renovate, and replace water systems in alignment with the Hanford Site Water System Master Plan.
- Manage, operate, and maintain the water systems in accordance with, but not necessarily limited to, applicable federal, state, and local laws, regulations, and guidance documents for water systems.
- For the purposes of the water systems responsibilities contained within the scope of this Contract (100-BC Area, 200 Area, and the 100 Area Export Water Systems), the term “purveyor” (per the Washington Administrative Code [WAC] and other state regulations), is the entity responsible for operations and maintenance and shall mean the Contractor.
- Monitor components for signs of impending failure, with selective maintenance performed when appropriate, to extend the operating life.
- Manage the water system in accordance with reliability agreements negotiated with the OHCs being served.
- Certify and submit required performance and monitoring reports to the Washington State Department of Health (DOH). The Contractor manager responsible for water utilities is authorized to sign and/or certify performance and monitoring reports. DOE shall be copied on submittals.
- Certify and submit permits for the water system to DOH. The Contractor is given signature authority for DOH water system permits. The Contractor shall pay fees associated with the DOH permits, reviews, and approvals (which shall be allowable, reimbursable costs under the terms of this contract). DOE shall be copied on submittals.
- Provide DOE with documents that require approval from the DOH, such as requests for system modifications, variances, exemptions, and waivers of state regulations for water systems. DOE will review and submit these documents to DOH, as appropriate.
- Perform activities necessary for safe and compliant production of drinking water, including the performance of assessments and inspections necessary to ensure continued regulatory compliance.
- Control connections to the water systems in compliance with state requirements. The Contractor shall approve, in writing, connections to the water systems.
- Control other non-potable piping that crosses or comes within proximity to a potable water distribution system, in accordance with the Washington State Water System Design Manual.
• Establish and implement a cross-connection control program in accordance with, but not limited to, applicable state laws, regulations, and guidance documents. This Contract establishes the legal authority for the Contractor to implement a cross-connection control program.

• Assess changes to regulations to be promulgated by the state, and provide the impact assessment to DOE. Identify required physical modifications to the water system that may be necessary to comply with impending regulations, and provide a schedule and cost estimate for implementation of physical modifications.

• Provide surveillance and maintenance (S&M) of SSC and processes to ensure operation within the approved safety and compliance requirements envelope, including preventive maintenance, calibrations, repair of failed and malfunctioning equipment, walkdown of safety systems, equipment and facility grounds (operational surveillance), and routine radiological surveys.

• Perform management assessment activities; Environmental, Safety, Health and Quality (ESH&Q) support; employee training; emergency planning; and procedure maintenance as required for maintaining a safe and compliant water system, including associated facilities.

• Maintain active Washington State Certifications for Water Treatment Plant Operators as required by state drinking water regulations.

• Maintain the existing Water System Master Plan. The Plan shall:
  - Document a strategy for managing repairs, life extensions, replacements, and deactivations for facilities and equipment for the water systems within the scope of this contract over a ten (10) year planning horizon.
  - Be in alignment and in accordance with current DOE directives regarding Real Property Asset Management.
  - Contain a detailed inventory of facilities, structures, and equipment such as reservoirs, basins, clear wells, filters, disinfection systems, water distribution piping, pumps, motors, generators, and tanks supporting the water system, and the plan shall document their condition.
  - Explain the process for determining condition. Visual inspection of the facilities, structures, and equipment is required. If appropriate, non-destructive examination and destructive testing shall be used. Where a 100 percent (100%) visual inspection may not be feasible, such as underground water distribution piping, a statistical sampling method shall be used and explained in the Plan.
  - Address appropriate and timely National Environmental Policy Act of 1969 (NEPA) compliance for the Plan and proposed water infrastructure projects, i.e., preparation of an Environmental Impact Statement (EIS), Environmental Assessment (EA), or Categorical Exclusion (CX).
  - Coordinate with affected parties and regulators (e.g., OHCs, DOH) in order to plan and schedule water plant outages, repairs, and modifications.

The Contractor shall perform, as requested, the following service for OHCs:

• Manage water system contaminant monitoring including creating monitoring plans for OHCs, sample collection, and analysis in accordance with state regulations for water systems.

For the Annual and Multi-Year Baseline, in regards to Water Systems, the Contractor shall provide, at a minimum, a description of the work activities, including upgrades/renovations along with the cost of...
labor (Full-Time Employee), subcontracts, assessments, materials, and assumptions necessary to operate and maintain water systems.

Boundaries, Constraints, and Interfaces

Boundaries and Constraints:

- The Contractor shall be responsible for the water distribution system only up to and including the first off-valve or demarcation point outside the customer’s facility or complex of facilities. The customer or facility maintains responsibility for lines downstream of this agreed-upon point. On side-by-side multiple valve isolations and backflow assemblies, the facility assumes responsibility from the discharge side of the downstream isolation valve. For the WTP, the demarcation point is the premise isolation backflow prevention at the fence line. For the Plutonium Finishing Plant, the demarcation point is the premise isolation backflow assembly.

- Interface agreements shall be created with customer(s), if needed, to define exact demarcation points.

Interfaces: DOH and State of Washington Department of Ecology (Ecology). There may be others as required.

C.4.1.3 Sewer Systems

Background

The Hanford Site Central Plateau sanitary sewer system accommodates wastewater generated from domestic water use only. Sanitary sewer wastewater is processed by a combination of active, localized septic tanks with subsurface absorption fields (i.e., onsite sewage systems [OSS] and large onsite sewage systems [LOSS]), and holding tanks that are sewer-truck pumped and processed at the 200 West Area Evaporative Sewer Lagoon (200 West Evaporative Lagoon). The Hanford Site Central Plateau 100, 200, and 600 Areas are served by 29 active OSS and LOSS. These OSS/LOSS are permitted and regulated by DOH in accordance with WAC 246-272A, On-Site Sewage Systems, and WAC 246-272B, Large On-Site Sewage Systems. The DOH permits 25 OSS/LOSSs. Four (4) systems, constructed before July 1, 1984, are considered grandfathered and do not require DOH permits. DOH will not allow new connections to or modifications to these non-permitted systems without updating to WAC requirements. Local facilities spread throughout the 100, 200, and 600 Areas are also served by 13 active holding tank septic systems; nine (9) are permitted with the DOH under WAC 246-272C, On-Site Sewage System Tanks, and four (4) do not require permitting. Holding tanks consist of a below grade level tank that stores wastewater until it is sewer-truck pumped and transported to the 200 West Evaporative Lagoon for treatment and disposal.

Key Customers

- OHCs
- Energy Savings Performance Contractor

General Scope and Outcome

The Contractor shall operate the Hanford Site sanitary sewer systems, including compliance sampling; maintenance of support SSC; and performance of sewer administration duties in accordance with, but not limited to, applicable state sanitary sewer laws, regulations, and guidance documents, and applicable City of Richland pretreatment and sewer laws and regulations.

The Contractor shall align the remaining systems and equipment with the Hanford Site Mission, and shall eliminate and remove services and equipment that are no longer required. When appropriate and
cost-effective, the Contractor shall replace fixed and system-related utilities with temporary services or 
permanent independent systems.

The desired outcome is a safe, compliant, and reliable Hanford Site sanitary sewer system that meets 
customer needs.

**Detailed Scope and Requirements**

The Contractor shall:

- Manage, operate, and maintain the Hanford Site sanitary sewer systems in accordance with, but not 
  limited to, applicable state sanitary sewer systems laws, regulations, guidance documents, and 
  applicable pretreatment and sewer laws and regulations.

- Monitor components for signs of impending failure, with selective maintenance performed when 
  appropriate, to extend the operating life.

- Perform activities to ensure safe operations and compliance with applicable laws and regulations, 
  such as flow data tracking, drain field rotations, filter inspection/cleaning, drain field monitor port 
  inspections, tank pumping, electrical component inspection, and alarm response.

- Conduct flow data calculations and assessments, and submit required reports to DOH.

- Sign and submit required monitoring, inspection, and maintenance reports for the sewer systems to 
  DOH. The Contractor, through this Contract, is given authority to sign and/or certify these reports. 
  The Contractor shall pay fees associated with the DOH. DOE shall be copied on submittals.

- Submit requests for approval of documents for DOH to DOE beforehand, and pay fees associated 
  with the DOH review and approvals. A draft letter to DOH shall be submitted along with the request 
  from the Contractor.

- Submit to DOE requests for variances, exemptions, and waivers of state regulations for sewer 
  systems. A draft letter to DOH shall be submitted along with the request from the Contractor.

- Transport sewage as needed to the 200 West Evaporative Lagoon.

- Operate and maintain the 200 West Evaporative Lagoon, which consists of two aeration lagoons, two 
  settling lagoons, two evaporative lagoons, a lagoon pump station, and a piped collection system and 
  associated sewer equipment and facilities, in accordance with the Sewer System Master Plan, 
  Ecology-approved General Sewer Plan, and Ecology permit ST-0045514 and other associated 
  permits.

- Sign and submit monitoring, inspection, and maintenance reports related to the 200 West Evaporative 
  Lagoon to Ecology.

- Update the existing Sewer System Master Plan. The Plan shall:
  - Document a strategy for managing repairs, life extensions, replacements, and deactivations for 
    facilities and equipment for the sewer systems within the scope of this contract over a ten (10) 
    year planning horizon and shall be updated every two (2) years.
  - Align with current DOE directives regarding Real Property Asset Management.
– Contain a detailed inventory of facilities, structures, and equipment such as septic tanks, sewage lagoons, subsurface soil absorption systems, holding tanks, pumps, and pumper trucks supporting the sewer systems and document their condition.

– Detail the process for determining condition. Visual inspection of the facilities, structures, and equipment is required. If appropriate, non-destructive examination and destructive testing shall be used. Where a 100 percent (100%) visual inspection may not be feasible, such as in underground systems, a statistical sampling method shall be used and explained in the Plan.

– Include sewer system operations performance analysis and predict remedial and preventive maintenance and upgrade projects to support reliable system operation for the projected life of the service need.

– Address NEPA compliance concerns/issues for the Sewer System Master Plan in an appropriate and timely manner, and propose sewer infrastructure projects (i.e., preparation of an EIS, EA, or CX).

**Boundaries, Constraints, and Interfaces**

**Boundaries and Constraints:**

- The septage from routine pumping of the 200 and 600 Area septic tanks and sanitary sewer holding tanks is currently discharged into the 200 West Evaporative Lagoon.

- The WTP sewer system is excluded from the scope of this Contract.

**Interfaces:** Activities including permitting and inspections for state regulators.

**C.4.1.4 Sanitary Waste Management and Disposal**

**Background**

Operation and management of sanitary waste and disposal activities includes disposition of the waste in the onsite dumpsters and management and oversight of the Hanford landfills. Waste collected from onsite dumpsters is transported to offsite landfills for disposal. Management and oversight of Hanford landfills includes the sanitary, inert, solid, and demolition waste landfills that are currently in operation or closed.

**Key Customer**

- OHCs

**General Scope and Outcome**

The Contractor shall pick up, inspect, and dispose of non-radioactive, non-hazardous dry waste. In addition, the Contractor shall monitor and inspect the Hanford solid waste landfill, and monitor, inspect, and operate other Hanford Site inert and demolition landfills.

The desired outcome of the Sanitary Waste Management and Disposal function is safe, compliant inspection and disposal of non-radioactive, non-hazardous dry waste on the Hanford Site, to meet customer needs.

**Detailed Scope and Requirements**

The Contractor shall:

- Collect refuse from dumpsters on the Hanford Site, and transport to offsite landfill.
• Provide onsite verification surveys to ensure that radioactive or other nonconforming wastes are not sent offsite.

• Provide maintenance and monitoring of lysimeters, leachate collection and disposal, and methane gas monitoring for the Hanford Solid Waste Landfill.

• Provide fence repair, annual benchmark integrity, soil stabilization; weekly inert and demolition landfill inspection, and quarterly inspection of Hanford Solid Waste Landfill.

• Provide oversight of offsite contracts for solid municipal waste, non-regulated drummed waste, asbestos waste, and medical waste.

• Dispose of sanitary waste offsite.

• Dispose of construction debris that meet WAC in former onsite borrow pits. Disposition and management of this debris shall be in accordance with DOE/RL-2015-53, Industrial Material Conservation Plan.

• Provide support to OHCs regarding laundry services:
  – Provide transportation oversight of contaminated radioactive protective clothing (i.e., pickup and delivery between the Hanford site and the offsite laundry service contractor’s cleaning facilities).
  – Conduct Radiological Control Technician monitoring, coordination of transportation activities, and instrumentation (calibration) as necessary to certify shipment is free of contamination.

**Boundaries, Constraints, and Interfaces**

**Boundaries and Constraints:**

• The Hanford Solid Waste Landfill is closed and will not be utilized during the performance of this contract.

• Unitech Services Group provides commercial laundry and decontamination services for government-owned protective clothing, non-regulated items, and regulated face pieces. This service includes periodic batch pickup and drop off at site locations.

**Interfaces:** None.

### C.4.1.5 Roads and Grounds

**Background**

Roads and Grounds include road maintenance, snow removal, sand removal, traffic management and common grounds maintenance service for the Hanford Site; some services may require 24/7 support.

**Key Customers**

**Key Customers**

• DOE

• OHCs

• WTP

**General Scope and Outcome**
The Contractor shall maintain necessary and sufficient Site roadways, to include patching/paving, sand and snow removal, striping, and other services. The roadway consists of the road base, pavement, shoulders, and required lighting. The Contractor shall be responsible for maintenance of common grounds ("common" meaning used by more than one contractor).

The desired outcome is a reliable and safe road and ground system that meets the needs of Hanford Site customers in a quality, safe, timely and cost-effective manner.

**Detailed Scope and Requirements**

The Contractor shall:

- Maintain, update and deliver to DOE for approval the existing Roads Master Plan. The Plan shall:
  - Document a strategy for managing repairs, life extensions, upgrades, renovations, replacements, and restrictions for roads within the scope of this contract over a ten (10) year planning horizon.
  - Be in accordance with current DOE directives regarding Real Property Asset Management.
  - Contain a detailed inventory of roads and document the conditions of the roads.
  - Explain the process utilized for determining the condition of the roads. Roads shall be inspected in accordance with the Plan.
- If appropriate, non-destructive examination and destructive testing shall be used. Where a 100 percent (100%) visual inspection may not be feasible, such as for road sub-surface, a statistical sampling method shall be used and explained in the Plan.
- Operate, maintain, upgrade, renovate, and replace the road system in accordance with applicable state and federal regulations and in alignment with the Roads Master Plan.
- Conduct assessments to determine both near-and long-term maintenance needs.
- Restrict or close roads that are no longer needed.
- Repair, maintain, replace, or upgrade primary and secondary roads to achieve safe conditions.
- Maintain safe roads and parking lots during normal and inclement weather conditions, including grade and sweep roads and shoulders, remove debris, cleanup accidents and spills.
- Make recommendations, to DOE, regarding restricting access to DOE, obtain DOE concurrence, and make the appropriate notifications of restricted access or closure to OHCs. Execute access restrictions utilizing administrative and physical controls.
- Develop and implement a snow removal plan in coordination with the OHCs.
- Remove sand and snow from primary and secondary roads and at designated facilities, parking lots, and walkways. Snow removal services include application of de-icing compounds, sanding, and snow and ice removal via snow plowing and manual labor.
- Provide road striping and crack sealing of Hanford Site access and area roads.
- Provide a point-of-contact for activities that involve local law enforcement organizations and other traffic control groups, such as the City of Richland and U.S. Department of Transportation (DOT).
• Maintain the common grounds to ensure public/worker safety within the 200, 300, and 600 Areas.
Activities include perimeter fence maintenance at the Site boundaries and common parking lot and sidewalk maintenance (“common” meaning used by more than one contractor), which includes sweeping, striping, bumper block repair, hole repair, and general area cleanup.

• Maintain ability to utilize roads during emergency situations.

**Boundaries, Constraints, and Interfaces**

Boundaries and Constraints: Facility specific parking lots and sidewalks associated with OHCs are not included in this work scope.
Interfaces: City, State, and Federal agencies where Hanford roads physically interface with public roadways.

**C.4.1.6 Railroad System**

**Background**

The DOE-owned railroad system consists of approximately 40 miles of Class II track and one (1) signal crossing between Horn Rapids Road and the 200 West Area. Energy Northwest actively uses approximately seven (7) miles of the track, from Horn Rapids Road into the Energy Northwest complex. The remaining 33 miles of track have not been actively used and DOE has no foreseeable use for this part of the railroad.

**Key Customers**

• DOE
• OHCs
• Energy Northwest

**General Scope and Outcome**

The Contractor shall provide inspection and maintenance to support the shipments for Energy Northwest and to provide a safe interface with the road system (e.g., railroad crossing arms, transition points between rail and roadway). The desired outcome is a safe and reliable railroad on the Hanford Site, as necessary.

**Detailed Scope and Requirements**

The Contractor shall:

• Maintain the track at a Class II level including, but not limited to, rails, ties, and rail bed, consistent with supporting Energy Northwest shipments, and in accordance with Federal Railroad Administration regulations and standards.

• Provide documentation, such as reports, to DOE as required by the Federal Railroad Administration regulations.

• Provide railroad system inspection and maintenance, as necessary. Inspections are required prior to Energy Northwest shipments.

• Coordinate with OHCs, projects and offsite entities prior to and during onsite rail movements, including placement of flaggers at necessary intersections, taking proper security actions (e.g., traffic control), and making Hanford Site notifications.
• Support DOE, as needed, to make modifications to the DOE owned railroad system in response to requests from non-DOE entities.

• Provide a plan to reduce the footprint of the Hanford railroad system not utilized by Energy Northwest, through planned turnover for long-term surveillance or transition to another entity outside of DOE-EM.

• Work with OHCs and DOE on a long-term disposition plan for the railroad system, within the constraints of the Hanford cleanup priorities.

• Provide a transition plan for turnover of the proposed railroad system to an entity outside the DOE-EM.

• Maintain railroad and road intersections to ensure the safety of vehicles crossing the intersection. Railroad removed north of Energy Northwest does not need to be restored; however, where the track is removed road intersections shall be maintained in a safe configuration. Modifications or impacts to the railroad system servicing Energy Northwest shall be restored. Removal of the railroad is allowed to support the Hanford Site mission and does not require restoration, with the exception of railroad system components required to support Energy Northwest.

• Maintain the railroad system within the boundary of the Energy Northwest leased property.

**Boundaries, Constraints, and Interfaces**

Boundaries and Constraints:

• Railroad shall be modified or removed to ensure the success of the Hanford cleanup mission. The Contractor is responsible for the railroad up to and including Horn Rapids Road.

• Energy Northwest leases the land for their site from DOE. The railroad system includes track that is within the Energy Northwest site, and the Contractor is responsible for maintaining this railroad within the Energy Northwest Site.

Interfaces: Energy Northwest, transportation or railroad companies supporting Energy Northwest for coordination of rail operations, and applicable federal and state regulators (e.g., Washington Utilities and Transportation Commission) for the purpose of maintaining compliance.

**C.4.2 Transportation**

**C.4.2.1 Motor Carrier Services**

**Background**

The function of Motor Carrier Services is to provide a ready-to-serve, centralized pool of commercial motor vehicles and qualified drivers for onsite and limited commerce transportation of general freight and hazardous materials, including radioactive materials and radioactive mixed waste. Motor Carrier Services provides traffic management for the most efficient, cost-effective, energy-efficient, and safe way to execute the movement of materials, including hazardous materials. Motor Carrier Services also provides multi-location shipment management, multi-carrier management (rates, service, destination, and origin), consolidations, carrier selection criteria, tracking of shipments, electronic data interchange/extensible markup language/web services capabilities, invoice auditing, detention/demurrage processes, claims, automation of processes, and security.

**Key Customer**
General Scope and Outcome

The work scope for this activity includes activities necessary to maintain ready-to-serve capability of motor vehicles service and placard hazardous material shipments to OHCs, as requested. The desired outcome is reliable, safe and compliant transportation of freight including hazardous materials that efficiently meets the needs of Hanford Site customers per project schedules. In addition, the desired outcome is a right-sized transportation service that helps to reduce life cycle cost over the remaining life of the Hanford mission.

The Contractor shall coordinate onsite and offsite shipments, including hazardous materials; serve as the designated shipper; manage overnight small package delivery; manage export/import services with U.S. Customs; manage freight-rate negotiations with carriers; relocate household goods for personnel related to the work performed by the Contractor and their subcontractors under this Contract; and manage inbound and outbound freight including, but not limited to, less-than truckload, truckload and air.

Detailed Scope and Requirements

The Contractor shall:

- Act as the Hanford Site motor carrier, similar to a commercial motor carrier.
- Operate a centralized pool of Government vehicles and drivers for onsite and limited commercial carrier operation, in accordance with federal motor carrier safety regulations and the Hanford onsite transportation safety document.
- Provide heavy equipment transport and operations management and administration support including, but not limited to, operating heavy equipment, implementing the maintenance program, deliveries and scheduling equipment.
- Provide compressed gas shipments.
- Support office moves.
- Maintain cargo tankers.
- Pick up at local vendors as directed by their customers.
- Provide traffic management to ensure the most efficient, cost-effective, energy-efficient and safe way to execute the movement of materials, including hazardous materials.
- Serve as the Traffic Manager by coordinating onsite and offsite shipments, including hazardous materials.
- Serve as the designated shipper.
- Manage overnight small package delivery.
- Manage export/import/services with U.S. Customs and freight rate negotiations with carriers.
- Manage inbound and outbound freight including, but not limited to, less-than truckload, truckload, and air.
- Use the DOE Automated Transportation Management System.
• Use the DOE Motor Carrier Evaluation Program for evaluating less than truckload and truckload carriers that transport highway-route controlled quantities of radioactive material, and truckload quantities of radioactive material and hazardous waste.

• Notify Energy Northwest seven (7) days in advance of movement of explosives over 1,800 pounds, excluding small arms ammunitions or classified shipments, within five (5) miles of Energy Northwest.

• Negotiate tenders with carriers and submit these tenders to DOE.

• Create a Motor Carrier Master Plan. The Plan shall:
  – Document a strategy for managing repairs, life extensions, replacements, and deactivations for vehicles, facilities and equipment for the Motor Carrier service within this contract over a ten (10) year planning horizon.
  – Be in alignment and in accordance with current DOE directives regarding the DOE Personal Property Management Program.
  – Contain a detailed inventory of facilities, structures, and equipment supporting the Motor Carrier service and shall document their condition.
  – Explain the process for determining condition. Visual inspection of the vehicles, facilities, structures, and equipment is required. If appropriate, non-destructive examination and destructive testing shall be used. Where a 100 percent (100%) visual inspection may not be feasible, a statistical sampling method shall be used and explained in the Plan.

• Provide specialized vehicles to OHCs, by mutual agreement, to support the efficient management of resources. Vehicles provided by the Contractor shall remain in the Fleet Maintenance Programs.

**Boundaries, Constraints, and Interfaces**

Boundaries and Constraints:

• Each Hanford Site Contractor shall prepare their freight for shipment (packaging the freight) and provide associated documentation or direct a pickup of freight from a particular Site Contractor or vendor.

• The preferred method for shipment of freight to other DOE Site(s) or to commercial vendor(s) is using a commercial motor carrier (41 CFR 109-40.105, Department of Energy Property Management Regulations, Use of Government-Owned Transportation Equipment).

Interfaces: None.

**C.4.2.2 Fleet Services**

**Background**

The Hanford Site utilizes many types of vehicles, including sedans, pickups, sport utility vehicles, vans, fuel tankers, heavy equipment.

The majority of motorized vehicles (those that are eligible for license plates) are leased from the General Services Administration (GSA), and include sedans, busses, tractors, flatbeds, dump trucks, tool vans, utility maintenance vans, cab and chassis, trailers, wreckers, and fuel tankers. Exclusions (vehicles not provided by GSA) include tactical response type units, special purpose or mission-unique vehicles, and
large-size ambulances. DOE also purchases plated vehicles and other motorized items (such as rider mowers, backhoes, electric carts) as needed. GSA is a mandatory source for purchase of new non-tactical motor vehicles (41 CFR 101-26.501). Vehicles may only be purchased directly from a non-GSA vendor when a waiver has been granted by GSA. If GSA is unable to provide the number of vehicles required to meet mission needs, agencies/contractors may supplement the fleet with non-GSA vehicles (e.g., commercially leased vehicles). Vehicles that are initially leased, but cannot be returned to GSA, (e.g., do not meet free lease criteria and are considered “regulated”) must be purchased from GSA.

Key Customers

- DOE
- OHCs
- PNNL

General Scope and Requirements

The Contractor shall provide management and coordination, statistical usage tracking, and reporting on GSA-leased vehicles and DOE-owned vehicles/equipment. The Contractor shall perform vehicle repair and modification services as required. Some vehicles are designated as regulated due to contamination and are required to be serviced within radiologically-controlled areas. The scope also includes record keeping, vehicle assignment, ensuring vehicle utilization, and excess/disposal of fleet vehicles and parts.

The desired outcome of Fleet Services is a high quality, safe, reliable, environmentally responsible and regulatory compliant fleet that meets customer needs in a cost-effective, energy-efficient, and timely manner.

C.4.2.2.1 Management and Coordination of Fleet Services

The Contractor shall:

- Manage and coordinate usage of the centralized fleet and associated property, which includes general and special purpose equipment.
- Ensure that standard and special-use leased vehicles meet minimum usage thresholds, and that vehicles and equipment are properly assigned between and amongst OHCs. GSA vehicles not meeting the Hanford Site standards shall be returned to GSA.
- Provide vehicle maintenance services, including inventory of or access to parts normally used for routine maintenance.
- Administer the specific GSA vehicle leases.
- Acquire (through lease or purchase), control, assign, and dispose of DOE-owned fleet equipment.
- Meet the Hanford Site utilization standards for vehicles and equipment.
- Stay within the ceiling for the number of vehicles established by GSA.
- Comply with fuel reduction goals established by DOE.

C.4.2.2.2 Records and Database Management for Fleet

The Contractor shall maintain required records and databases for fleet activity (other than those systems maintained by GSA and other Site Contractors [i.e., for leased vehicles used under their respective
contracts), including inter-site assignment and utilization of leased and owned vehicles, excess/disposal, and maintenance. The Contractor shall manage fuel administration as applicable.

The four (4) primary databases utilized for Fleet Management include:

- Federal Automotive Statistical Tool (FAST) database. This database meets the requirements of 41 CFR 102.34.5 Subpart J, as well as the Energy Policy Act of 2005; Energy Independence and Security Act of 2007 (EISA); Executive Order 13693, Planning for Federal Sustainability in the Next Decade; and Executive Order 13149, Greening the Government Through Federal Fleet and Transportation Efficiency, for the annual reporting of Federal fleet statistics. In addition, FAST also meets OMB Circular No. A-11, Preparation, Submission, and Execution of the Budget, requirements for fleet data and budget reporting.

- Federal Motor Vehicle Registration System (FMVRS). The Contractor shall register and maintain data in FMVRS for all federally-owned and commercially-leased vehicles and mobile equipment that display official U.S. government license plates. The Contractor shall also keep up to date the FMVRS records of all U.S. government license plates assigned to their fleet.

- Federal Fleet Management System (FedFMS). FedFMS is a web-based fleet management system that identifies, collects, and analyzes motor vehicle data with respect to all costs incurred for the operation, maintenance, acquisition, and disposition of agency-owned and commercially-leased motor vehicles.

- Vehicle Fleet Maintenance system is a work control system utilized to manage fleet maintenance activities.

The Contractor shall respond to requests for routine and specialized reports required by NEPA, the Motor Vehicle Statement, FAST and FedFMS asset level data elements, and others as requested.

**C.4.2.2.3 Fleet Maintenance**

The Contractor shall manage and maintain the fleet in order to ensure the best value to the Government. The fleet shall be right-sized with the appropriate variety of vehicles to perform various mission needs for the Government. The fleet shall be managed and refreshed with replacement vehicles/equipment to maintain appropriate performance of fleet mission needs.

The Contractor shall:

- Perform routine preventive maintenance and inspections in accordance with manufacturer specifications, GSA schedules, and Occupational Safety and Health Administration (OSHA) safety regulations.
- Perform vehicle and equipment corrective maintenance, as required to maintain performance and air quality standards.
- Perform GSA non-reimbursable services, such as in-the-field service calls (including towing).
- Perform major component repair, and reconstruction of failed major operating and drive train components.
- Perform auto body, glass and upholstery repair services.
• Perform customer-specified non-maintenance mechanical support, vehicle and equipment modifications, auxiliary equipment installation and transfer, accident damage repair, and special fabrication services.

• Perform inspection, maintenance and repair of plant/facility stationary engine-driven emergency and operations mechanical equipment installed in operating plants and facilities.

• Comply with Washington State and DOT inspection requirements.

C.4.2.2.4 Fleet Parts
The Contractor shall ensure the availability of parts required for sustaining safe and efficient fleet operations. As appropriate, and in keeping with efforts to streamline the management of onsite warehousing and inventory management, the Contractor shall:

• Manage material inventories (or just-in-time access to parts needed) and closed loop waste minimization procurement programs for parts received, stored, and dispositioned.

• Coordinate recycling efforts for recyclable materials and identify excess automotive material for disposition, including fluids and tires.

• Perform research in support of parts requirements, ordering, receipt, storage, issuing, and staging of automotive and equipment parts and materials. Perform tagging, isotopic paint identification, and disposal coordination of excess of shop tools and equipment.

• Coordinate the return of parts and cores to manufacturers, and assure that credits are received from vendors for erroneously shipped items and/or returned parts/cores.

C.4.2.2.5 Fleet (Bulk) Fuel
The Contractor shall purchase and distribute bulk fuel to heavy equipment located on the Hanford Site.

C.4.2.2.6 Fleet Planning
The Contractor shall:

• Maintain the existing Fleet Services Facilities Master Plan (Fleet Master Plan). The Fleet Master Plan provides a strategy for safe, reliable, cost-effective fleet services to customers, including managing service and repairs, life extensions, replacement, and deactivation of fleet facilities and equipment for a ten (10) year planning horizon.

• Be responsible for routine maintenance (e.g., normal wear and tear) for leased vehicles including, but not limited to, such items as windshield wiper blades, windshield chip repairs, brake pads, shock absorbers, fluid replacement, and repairs due to hail or dust storms, as described in GSA standards, after the GSA warranty expires.

• Be responsible for repairs due to operator negligence and for major repairs including, but not limited to, body damage, windshield replacement, and repairs due to hail or dust storms, as described in 41 CFR 101.

• Perform as the single-point-of-contact with GSA for OHCs for vehicles assigned/leased on Site.

Boundaries, Constraints, and Interfaces
Boundaries and Constraints:
• Mileage and fuel costs for GSA-leased vehicles are tracked directly by GSA by means of the GSA fleet credit card and do not require additional tracking and reporting.

• DOE maintains agreements with GSA with regard to vehicle leases. The monthly lease charge for vehicles typically represents the prorated cost of the vehicle (over its anticipated useful life) plus a mileage rate, which allows GSA to recover most costs associated with fuel. Repair costs are covered by the manufacturer while a vehicle is still under warranty.

• In order to properly assess vehicle usage and mileage (to set the monthly rate charge), GSA requires that each vehicle be refueled at least once/month (or that mileage be entered via the GSA website), and that GSA be notified whenever required preventative maintenance has been completed. Reporting discrepancies (such as negative mileage accrued during a month) are communicated directly with each Site contractor. GSA communicates with a single point-of-contact for OHCs assigned leased vehicles for use under their contract.

Interfaces: GSA for acquisition of vehicles, billing, and reporting.

C.4.2.3 Crane and Rigging

Background

The Crane and Rigging is a ready-to-serve, centralized pool of equipment and manpower for the Hanford Site.

Key Customer

• OHCs

General Scope and Outcome

The work scope for this activity includes activities necessary to maintain ready-to-serve capability, including operation and maintenance of mobile cranes; hoisting, rigging, and scaffold erection and disassembly; inspection, load testing, and preventive maintenance; fabrication below the hook; hauling of equipment and apparatus; training and physicals; fabricating cables as appropriate, and management assessments.

The desired outcome is a reliable and safe Crane and Rigging service that efficiently meets the OHCs needs per project schedule (on or ahead of schedule). In addition, the desired outcome is a right-sized Crane and Rigging service that helps to reduce life cycle costs over the remaining span of the Hanford Site mission.

Detailed Scope and Requirements

The Contractor shall:

• Manage, and schedule operations involving movable cranes and crane and rigging services.

• Maintain and operate cranes, rigging equipment and cable fabrication equipment.

• Operate and maintain a mobile crane pool and boom yard, including performing inspections, preventive maintenance and minor maintenance to cranes and equipment; ensuring procedure control and compliance; overseeing usage and cost tracking; providing customer coordination and support; performing customer planning and scheduling; and wire rope procurement, control and replacement.
• Operate and maintain regulated and non-regulated guzzlers including performing inspections, preventive maintenance, procedure control and compliance; overseeing usage and cost tracking; providing customer coordination and support; and performing customer, planning and scheduling.

• Assemble, erect and disassemble scaffolding.

• Chair the Site Hoisting and Rigging Committee.

• Gather and analyze utilization information and forecast the capacity of the crane pool.

• Coordinate hoisting and rigging activities with OHCs.

• Maintain the Hanford Site Hoisting and Rigging Manual (HSHRM) and Hanford Site Hoisting and Rigging intranet web site.

• Maintain the Crane and Rigging Service Master Plan. Develop and deliver a Crane and Rigging Service Master Plan no later than June 1 on even calendar years. The Plan shall:
  - Document a strategy for managing repairs, life extensions, replacements, and deactivations for facilities and equipment for the crane and rigging service within this contract over a ten (10) year planning horizon.
  - Be in alignment and in accordance with the DOE Real and Personal Property Assets Maintenance contract section, the Personal Property Management Program, and CRD O 430.1 entitled, Real Property Asset Management.
  - Contain a detailed inventory of facilities, structures, cranes and equipment supporting the crane and rigging service and the plan shall document their condition.
  - Explain the process for determining condition. Visual inspection of the facilities, structures, and equipment is required. If appropriate, non-destructive examination and destructive testing shall be used. Where a 100 percent (100%) visual inspection may not be feasible, a statistical sampling method shall be used and explained in the Plan.

• In accordance with NEPA and DOE NEPA implementing regulations, the Contractor shall address appropriate and timely NEPA compliance and reviews (i.e., preparation of EIS, EA, or CX documents) for the Crane and Rigging Service Master Plan, and proposed crane and rigging projects. The NEPA compliance also needs to evaluate that a proposed project(s) has not been segmented to meet the definition of and application of CX. The Contractor shall ensure the master plan considers connected and cumulative actions when evaluating NEPA, i.e., understand how activities are connected to other actions with potentially significant impacts or understand how smaller activities may have cumulative significant impacts which would require preparation of an EIS or EA.

**Boundaries, Constraints, and Interfaces**

Boundaries and Constraints: WTP will provide its own crane and rigging.

Interfaces: None.

**C.4.3 Safeguards and Security**

**C.4.3.1 Protective Forces**

**Background**
The Protective Forces function serves DOE and OHCs, with a specific focus on facilities possessing SAS interests (Special Nuclear Material [SNM]). The Protective Forces (Hanford Patrol) function is comprised of security elements (armed personnel, specialized equipment, tactical procedures) associated with physically protecting people and property on the Hanford Site. The authorities and requirements for Protective Forces functions are fundamentally derived from the Atomic Energy Act of 1954 (AEA), as amended, and subsequent Code of Federal Regulations (CFR) and DOE implementing requirements that flow from the AEA.

**Key Customers**
- DOE
- OHCs
- PNNL

**General Scope and Outcome**
The Contractor shall provide the Hanford Site Protective Forces, including canine (K-9) units, operating the Patrol Operations Center twenty-four (24) hours a day, seven (7) days a week, 365 days a year (24/7), with emergency dispatch capability, manage and operate the Hanford Patrol Training Academy (PTA), make general purchases to ensure the Hanford Patrol is fully equipped, and control assigned sensitive property and equipment. The Contractor shall ensure that Security Police Officers (SPO) are trained and fit for duty, and DOE targets and assets are sufficiently protected on the Hanford Site.

The desired outcome for the Protective Forces function is a highly trained, qualified, fit, and armed protective force to ensure the physical protection of Hanford Site SNM, classified materials, industrial assets, and mitigate and deter radiological and toxicological sabotage events.

**Detailed Scope and Requirements**
The Contractor shall respond to alarms and other emergencies/incidents 24/7; operate a 24-hour Patrol Operations Center that provides dispatch and emergency communications capability to the entire Hanford Site, including 9-1-1 medical dispatch; operate Hanford Site barricades; provide mutual aid support to local law enforcement agencies and others as identified consistent with DOE agreements; provide facility and duress alarm monitoring; manage and operate the PTA; and provide Hanford Site security surveillance.

**C.4.3.1.1 Hanford Patrol**
The Contractor shall provide SPO I, II and III’s, as appropriate, for the protection of Hanford Site targets and assets, consistent with the material/resources being protected and the current Design Basis Threat (DBT) and/or DBT implementation plan. SPO tactical response implementation shall be in accordance with DOE-approved risk and vulnerability assessments (VA), Hanford Site Security Plan (HSSP), and Security Incident Response Plan (SIRP). The Contractor shall provide a fully trained and qualified response force including (but not limited to) Tactical Response Teams, Special Response Team (SRT) combatants, rovers, alarm monitoring personnel, emergency dispatch personnel, access control personnel, supervisors, trainers, administrators, and managers. The Contractor shall also provide armed emergency response of a general nature to the Hanford Site, using a graded security approach.

Consistent with DOE agreements, elements of the Hanford Protective Force, including K-9 and operational support, may be made available on a non-mission interference basis to others (e.g., local law enforcement agencies, school systems, and other local/state/federal agencies) upon notification to DOE and with appropriate coverage maintained on the Hanford Site, in response to threats of violence and requests for police assistance/mutual aid. In support of DOE, and consistent with the Contractor’s SAS
scope, the Contractor shall comply with existing DOE agreements (e.g., Memorandum of Agreement [MOA]/Memorandum of Understanding [MOU]) with other law enforcement and federal agencies.

The Contractor may be requested to periodically provide input on roles and responsibilities delineated in these MOAs/MOUs as it relates DOE’s ability to meet its commitments.

The Contractor shall administer a credentials and shields program that meets DOE directive and DOE supplemental requirements, including, but not limited to, inventory, issue, control, and securing Hanford Patrol identification credentials and shields.

**C.4.3.1.2 Patrol Operations Center**

The Contractor shall maintain and operate a 24-hour Patrol Operations Center to provide emergency dispatch capability to the Hanford Site. Entities served shall include the Benton County Sheriff’s Office (BCSO), local emergency preparedness (EP) organizations, DOE, Hanford Fire Department (initial incident notification), and other agencies as agreed to with DOE concurrence.

The Contractor shall:

- Conduct driver’s license, registration, and criminal checks as requested by BCSO.
- Serve as the DOE single point-of-contact during off-shift hours.
- Provide direct emergency communication with the Energy Northwest, PNNL control room, and Southeast Communications Dispatch Center.
- Provide a daily status report on security-related items that occurred within the preceding 24 hours, including reporting disposition of law enforcement events that affect the Hanford Site.
- Prepare and issue incident reports on security anomalies.
- Provide “Open Skies” notifications and event notifications; communications for Protective Forces personnel and onsite law enforcement officers, including law enforcement computer checks, off-hours phone communication services for DOE, EP alarm testing, and access authorization checks for processing badge requests/issues (lost or forgotten) during off-shift hours.
- Provide onsite tracking of radioactive shipments, serve as the single point-of-contact for Hanford Site outbound radioactive/hazardous material shipments, and provide support for inbound shipments, as required.
- Provide Hanford Site 9-1-1 dispatch and emergency medical dispatch in accordance with National Fire Protection Association (NFPA) standards.
- Provide onsite emergency communication/notification actions and notifications to state, regional, and DOE-HQ during emergency events.
- Provide alarm and duress monitoring for Hanford Site alarmed facilities, and secondary SNM security alarms (such as Interim Storage Area [ISA]), as required.

**C.4.3.1.3 Patrol Training Academy**

The Contractor shall operate the PTA by providing resources and expertise to ensure DOE compliance with 10 CFR 1046, *Medical, Physical Readiness, Training, and Access Authorization Standards for Protective Force Personnel*, DOE directives, and DOE supplemental direction relating to Contractor Protective Forces. The Contractor shall, at a minimum:
• Provide an annual Patrol Training Plan that outlines Patrol training requirements.

• Meet training requirements and certifications for assigned employees. Training includes, but is not limited to, safety, special equipment, firearms, tactics, SPO, and special skills.

• Provide initial and recurring required security, protective force, and firearms training, and fitness qualification testing.

• Provide exercise physiologist support for armed personnel, consistent with physical exercise program and fitness standards in 10 CFR 1046, Medical, Physical Readiness, Training, and Access Authorization Standards for Protective Force Personnel.

• Provide job task analyses and needs assessments for assigned employees for training and safety purposes.

• Create and maintain required training records, lesson plans, and course documentation.

• Coordinate training needs/issues with the DOE National Training Center (NTC).

• Operate live-fire open ranges on the Hanford Site.

• Provide DOE certified armorer support, inspections, and testing of Hanford firearms.

• Provide training support to state and local law enforcement agencies, other federal and external agencies, as directed and approved per work authorization and funding, without impact to SAS operations.

• Provide capability for long distance learning and interactive television training.

• Manage and operate the Emergency Vehicle Operations Course.

The Contractor may field a team for the annual DOE-HQ sponsored SPO Training Competition.

C.4.3.1.4 Protective Forces Management and Administration

The Contractor shall:

• Acquire inventory, excess, and control assigned sensitive equipment and make general purchases (e.g., uniforms, holsters, radios, ammunition) for protective forces. Further, the Contractor shall maintain a continuous accountability of sensitive equipment/items in the Hanford Patrol inventory, and provide a Patrol Sensitive Equipment/Items Report to DOE annually.

• Procure through DOE, some weapons and ammunition or peripheral type equipment, on an as-needed basis, in situations when federal law restricts Contractors from procuring directly from the suppliers.

• Maintain, train, and provide necessary equipment to fully outfit the Protective Force; and the Contractor shall include specialty assignments within the SRT, such as breachers and snipers, in accordance with the security configuration strategy.

• Develop and execute, as realistically as possible (e.g., breaching, simunition), validation performance test plans for detection and intervention capabilities of possible malevolent incidents.

• Conduct at least four force-on-force (FOF) exercises annually that include the protection measures necessary to appropriately respond to complex scenarios that train/test on realistic and reasonable potential adversary events. Conduct engagement simulation systems, (such as multiple integrated
laser engagement systems) training exercises and performance testing for Hanford Patrol, including onsite and offsite competitive shooting events. FOF exercise test results shall be reported to DOE. The complete full-spectrum adversary scenario may be broken up and tested into no more than two (2) selective elements (e.g., target defense, pursuit/recapture/recovery) at different times each fiscal year.

- Appropriately rotate Protective Forces personnel for FOF training/exercise purposes to ensure that personnel on each shift are trained annually.
- Ensure Contractor SAS personnel are available to support DOE 24 hours a day (e.g., a staff duty officer).
- Act as or provide support to the Incident Commander (IC) under the Incident Command System.
- Participate in EP planning, drills, and exercises.
- Provide immediate management response in the event of a Hanford Site/area specific emergency.
- Maintain and update the Patrol SIRP for Hanford Patrol response to specific targets and general emergencies. Specific support may include providing security support for visitors, as requested by DOE, and crowd control in the event of an emergency, crisis, strike support, or demonstration.
- Provide line management of Hanford Patrol personnel and administer applicable collective bargaining agreement(s).
- Ensure the DOE CO and other involved DOE organizations are notified of applicable collective bargaining agreement(s), associated activities, and other issues.
- Provide a Strike Contingency Plan, and implement if necessary, to operate the Site in the event of a work stoppage by the Hanford Patrol.
- Provide strike support personnel to other sites as requested by DOE (may be separately funded by both direct and indirect means by the supported site).
- Maintain a qualified group of personnel to ensure limited operations (i.e., high and medium assets/targets are provided full coverage) in the event of a work stoppage by the Hanford Patrol.
- Provide special searches for prohibited articles in accordance with DOE and Hanford Site requirements.
- Staff the Wye, Yakima, and Rattlesnake barricades to ensure traffic flows adequately and does not result in unsafe conditions, and that identification and security searches/checks are made in accordance with SAS procedures. The Wye and Yakima barricades are currently staffed 24/7, and the Rattlesnake barricade is operational during peak work hours in support of Site cleanup and operations missions.
- Obtain advance approval from DOE for changes to Hanford Site barricade(s).
- Maintain a liaison with the BCSO for information on Hanford Site thefts and other issues of mutual concern, and integrate and coordinate the Contractor’s work scope with the BCSO functions.
- Provide notification to OHCs and DOE when an individual’s Site access has been restricted.
• Provide qualified personnel to augment the DOE-HQ Composite Adversary Team approximately three (3) to four (4) times per year.

**Boundaries, Constraints, and Interfaces**

Boundaries and Constraints:

• DOE has a prime contract directly with the BCSO for Hanford Site law and traffic enforcement services. The contract with BCSO includes, but is not limited to, traffic control/enforcement on the Hanford Site, local criminal intelligence support, SNM recapture/recovery capabilities, roadblocks and river evacuation, aerial surveillance and river patrol, and response to suspected or reported violations of criminal law, including apprehension and arrest.

• The WTP construction contractor provides its own industrial security within the fenced area of the construction site.

Interfaces: Local, state, and federal law enforcement agencies in accordance with DOE MOUs for roles and responsibilities and to reach agreement regarding Mutual Aid, the Yakima Training Center, and the DOE NTC, for the purpose of meeting training needs.

**C.4.3.2 Physical Security Systems**

**Background**

The Physical Security Systems are a physical and integral part of select facilities and programs throughout the Hanford Site that usually involve activities or materials of significant security interest. There are approximately (~) 55 high and medium security level Hanford Site facilities, (e.g., facilities that store Category I through IV SNM, nuclear material waste, firearms, classified matter, high-value assets) and ~534 industrial level Hanford Site facilities (non-program specific facilities that store non-sensitive information, portable property and cumulative depreciated value of less than $1 million, precious metals, and controlled substances). The priority for application of Physical Security Systems is at the Interim Storage Area (ISA). Physical Security Systems components range from sophisticated application of leading-edge technology to common everyday industrial security processes and equipment.

**Key Customers**

• DOE
• OHCs
• PNNL

**General Scope and Outcome**

The Contractor shall have Physical Security Systems for the protection of Category I-IV SNM, classified information and matter, high-value assets, and other Government interests/assets that may require protection. The security systems maintained at the facilities are part of the facility infrastructure and as such require extensive interface with the facility owner to comply with work processes at the facility. Elements of the Physical Security Systems include performance testing, entry/access control, including badging (~7,000 uncleared badged employees), intrusion detection, explosive detection (including certified K-9 explosive detection teams), and engineering and maintenance of the physical security and access control systems.

The desired outcome is a graded and integrated Physical Security Systems for the Hanford Site that ensures DOE security assets are protected from theft, diversion, sabotage, espionage, and compromise.
with no adverse effects to national security, program continuity, the environment, or the health/safety of employees and the public.

**Detailed Scope and Requirements**

The Contractor shall ensure the Physical Security System function is a standardized and well-coordinated program implemented in the areas of nuclear security, industrial security, and asset protection. DOE will review and approve SAS arrangements or changes prior to new operations commencing, or changing operations or configurations that might alter the performance of existing SAS systems (e.g., limited/protected area boundaries, physical security configurations and associated hardware [sensors/cameras], patrol coverage and responses, safeguards methods and/or boundaries, entry/access control systems/procedures).

The Contractor shall be responsible for management and oversight of Physical Security Systems activities delineated in this section, DOE physical security requirements, DOE supplemental direction, and as agreed to with OHCs (where changes involve their facilities or operations).

The Contractor shall:

- Provide a badging implementation plan for DOE approval within 120 days of NTP.
- Provide Contractor security representatives for Hanford Site facilities or groups of facilities where there are important SAS assets/interest, and integration is essential for superior performance (e.g., ISA, solid waste operating facilities, Canister Storage Building).
- Develop, or assist in the development of, facility asset protection requirements, and conduct annual reviews of Asset Protection Agreements to assure compliance with DOE requirements.
- Establish and prioritize protection measures sufficient to prevent malevolent acts, such as theft, diversion, and radiological sabotage, and respond to adverse conditions, such as emergencies caused by natural disasters.
- Implement integrated Physical Security Systems elements.

**Performance Testing:**

- Provide performance testing and test documentation of interior and exterior intrusion detection sensors, entry/exit screening devices (portable and portal SNM and metal detectors, x-ray machines, explosive detectors), and duress alarms in accordance with DOE requirements.
- Integrate security system/sensor performance test programs to ensure that tests include operability and effectiveness testing in accordance with established DOE security system sensor testing criteria.

**C.4.3.2.1 Intrusion Detection/Assessment**

The Contractor shall:

- Consistent with a graded SAS concept, ensure the Intrusion Detection/Assessment program includes computer-based security alarm and assessment system for accountable quantities of nuclear material on the Hanford Site. The Physical Security Systems shall include industrial security alarms for administrative buildings, personnel duress, protection of Government property, and Hanford Site perimeter/barricade intrusion detection and assessments.
• Provide design and engineering services for the installation and maintenance of Hanford Site security systems.

• Develop specifications for equipment, engineering change notices, work instructions and preventive maintenance procedures.

• Provide computer and software engineering services for the installation and maintenance of Hanford Site security systems, including equipment specifications, software procurement development and modification, and maintenance of documentation for the computer-based alarm-monitoring systems. Dedicated staff shall provide 24/7 support for troubleshooting and resolution of computer system problems. Included with this area is the system administration for the Hanford Industrial Security Alarm Monitoring System and the Patrol Operations Center 9-1-1/Computer-Aided Dispatch system.

• Maintain, and upgrade as necessary, the Patrol Operations Center, Central Alarm Station systems, and the secondary alarm station systems and communications multiplexers.

• Provide management and oversight of intrusion detection systems installation and maintenance activities (e.g., SNM-related detectors and alarm systems).

• Routinely pursue activities that identify SAS technology improvement/upgrade needs, evaluate commercially available products that may enhance Hanford capabilities, and monitor equipment installed at testing facilities to assess its reliability over an extended period.

C.4.3.2.2 Technical Security

The Contractor shall:

• Be responsible for evaluating, integrating, designing, and maintaining SAS technology for the Hanford Site to protect SNM, classified information, facilities, Government assets, and personnel located within the confines of the Hanford Site and offsite leased facilities.

• Prepare technical evaluations, implementation plans, and feasibility reports in support of technology evaluations.

C.4.3.2.3 Entry/Access Control

The Contractor shall:

• Provide management and oversight of entry and access control systems, including installation, administration, and maintenance activities.

• Perform maintenance of facility entry and access control systems (including search equipment used for prohibited articles and SNM) to ensure protection of SNM, classified matter, and Government property.

• Develop and maintain a random search/security badge inspection program, host-visitor requirements, a prohibited articles policy, and provide program documentation in Hanford SAS procedures.

C.4.3.2.4 Central Badging

The Contractor shall:

• Provide badge services for the Hanford Site unless, specifically excluded (for example, if responsibility has been contractually assigned to another DOE Contractor). Badging shall be in
compliance with Homeland Security Presidential Directive (HSPD) HSPD-12 and REAL ID Act of 2005 requirements, the DOE HSPD-12 Implementation Plan (IP), and DOE supplemental requirements.

- Manufacture, issue, destroy, control, and account for HSPD-12 credentials, Personal Identity Verification, Hanford Specific (Commercial Identity Verification/Local Site Specific Only), and temporary badges.
- Process and account for security credentials and badges and track the disposition of badges, (e.g., lost, returned) for Hanford Site employees, contractors, visitors, vendors and others assigned to, or visiting, Hanford Site facilities consistent with specific MOAs (e.g., WTP).
- Provide computer (hardware and software) systems, image capture equipment, printers, badge stock, and other infrastructure support items to the badging office for facilities deemed critical facilities by DOE (e.g., Federal Building and 2440, 2430, and 2420 Stevens Center Place).
- Control and maintain the Hanford Site Personnel Security Clearance Record or predecessor system and the Digital Imaging System, complete required database/hardware/software upgrades, and provide programming support when new badge configuration becomes necessary (e.g., Hanford Site-wide rebadge effort).
- Coordinate and initiate “STOP ACCESS” procedures as requested by DOE and other Hanford Site Contractor authorized personnel, control and issue private vehicle passes for Property Protection Areas, and coordinate with satellite badging offices, as appropriate.
- Conduct fingerprinting in support of HSPD-12 and security clearance processing activities, as required by DOE directives and DOE supplemental direction; coordinate with the Foreign National Visits and Assignments (FNVA) Program office to assure requirements are met before badging foreign nationals; and verify security clearance levels for cleared visitors from other DOE sites before granting access to limited or protected areas.

C.4.3.2.5 Explosive Detection

The Contractor shall:

- Provide systems maintenance for the explosives detectors on the Hanford Site, conduct preventive and corrective maintenance for detectors and support equipment, and procure maintenance materials and consumable supplies.
- Procure, train, maintain (veterinary services, kenneling), and use K-9s for explosive detection.
- Procure K-9s from an approved source that provides fully trained explosive detection canines that meet current standards, and possesses the capability to train K-9 handlers by such standards.
- Train and certify explosive detection K-9s in accordance with standards specified by DOE O 473.3A entitled, Protective Program Operations, Annex 3.2.c; WAC 139-05-915, Requirements of training for law enforcement and corrections dog handlers and certification of canine teams; and the Washington State Police Canine Association.
- Explosive detection K-9 teams shall maintain a level of accuracy consistent with current standards.
- Teams shall be employed and maintain response capabilities as required by the SIRP, Hanford Patrol post orders, and established MOUs and mutual aid agreements.
• The Performance Assurance Group shall conduct tests and drills to ensure the K-9’s accuracy, and the team’s ability to detect and mitigate explosive threats to the Hanford Site.

• K-9s shall be kenneled and maintained in accordance with locally established protocols and the contract. Medical care and health maintenance for the K-9s shall be provided by an approved, licensed Doctor of Veterinary Medicine.

• K-9 kennels shall have no permanent fixtures (such as cement) at the Handler’s residence, shall be pre-built, shall be insulated, and shall have no potential hygiene or flooring issues. Additionally, the unit will be treated as Government Property and transferred from the current Hanford K-9 handler to the next Hanford K-9 handler and/or excessed in accordance with Government Property procedures.

C.4.3.2.6 Engineering and Maintenance (Security Systems)

The Contractor shall design and maintain physical security and access control systems for Category I and II SNM locations, radiological/toxicological targets, and industrial security activities.

The Contractor shall:

• Design security system upgrades for existing facilities with changing requirements, and modify and maintain installed systems to prolong system life or improve efficiency.

• Design security systems for new facilities based on DOE specifications, risk assessments, and project operations. Security systems requirements shall be included in the functional requirements document and facility design reviews.

• Coordinate roles and responsibilities with OHCs such that proposed changes to security configurations/systems in their facilities or affected operations are coordinated, integrated and approved by the Contractor.

• Maximize the use of select technology to increase the efficiency of protective forces.

• Install new security systems to ensure compliance with engineering specifications and DOE reliability requirements with minimal need for recurring expenses.

• Perform preventive maintenance and correct system failures to maintain a high degree of reliability and uptime for security systems.

• Implement compensatory measures in a timely fashion for security systems that are, or become, unavailable for whatever cause including notification to DOE of implementation of said compensatory measures.

Boundaries, Constraints, and Interfaces

Boundaries and Constraints: The acceptability of K-9 kennel purchases is only based on the kennel being identified as Government property and not owned by the K-9 handler.

Interfaces: None.

C.4.3.3 Information Security

Background

The Hanford Site has over 50,000 items of classified matter, several hundred thousand items of unclassified but sensitive matter, and processes, handles, or generates 200 items of classified and many thousand sensitive items every year. Participant involvement for Information Security ranges from every
Hanford employee (e.g., Controlled Unclassified Information [CUI] including Official Use Only [OUO] and Operation Security [OPSEC] topics), to the ~40 Derivative Classifiers associated with the identification of classified information. The Information Security activities support DOE prime Contractors, their subcontractors, and other lower-tier subcontractors throughout the Hanford Site.

Key Customers

- DOE
- OHCs
- PNNL

General Scope and Outcome

The Contractor shall have a centralized Information Security program that collaborates with OHCs and consists of OPSEC; Classified Matter Protection and Control (CMPC); Classification, Declassification, and Unclassified Controlled Nuclear Information (UCNI); CUI; Technical Surveillance Countermeasures (TSCM); and critical infrastructure. This scope includes the operation and management of the Classified Document Control Center and classified information in the Records Holding Area.

The desired outcome is an Information Security program that is compliant with DOE requirements and assures the protection of sensitive and classified information and materials on the Hanford Site.

Detailed Scope and Requirements

The Contractor shall be responsible for identifying and protecting classified and unclassified sensitive information generated, processed and stored for the Contractor’s own work scope, and supporting OHCs, and their subcontractors, as delineated within these sections. The Contractor shall develop procedures/processes to assure compliance with DOE directives through Hanford Site-wide policies and procedures for specific programs within Information Security. The Contractor shall integrate components of the Information Security program into a cost-effective series of mutually supporting programs.

C.4.3.3.1 OPSEC

The Contractor shall appoint an OPSEC Program Coordinator to manage the OPSEC program for the Hanford Site, as well as for the Contract. In general, OHCs have the responsibility for day-to-day OPSEC implementation and to perform the necessary management and support functions required for an effective OPSEC program for their companies, consistent with the Contractor’s overarching OPSEC program.

For the Hanford Site, the Contractor shall:

- Implement a Hanford Site-wide program to assure that sensitive information is protected from compromise and secured against unauthorized disclosure.
- Assure conformity of implementation with OPSEC standards and requirements by the performing OHCs.
- Annually review and update the Critical Information List to ensure it reflects current assets, threats, operations, and other relevant factors.
- Conduct OPSEC assessments of Hanford Site facilities having Category I SNM (or credible roll-up to Category I SNM) and conduct OPSEC reviews of Hanford Site facilities that have the potential to process or store classified or sensitive information.
• Provide security expertise for export control information (ECI), applied technology (AT) and other CUI.

- Conduct reviews of artifacts, prior to release for public viewing or release to external partners, to ensure there are no CUI concerns.

**C.4.3.3.2 Classified Matter Protection and Control**

The Contractor shall:

- Appoint a CMPC coordinator to administer the CMPC Program for the Hanford Site.

- Assure that a system of procedures, facilities, and equipment are in place to protect and control classified matter that is generated, received, transmitted, used, stored, reproduced, or destroyed in accordance with DOE directives.

- Support asset protection reviews for facilities that contain classified matter, and maintain an updated list of security containers, locations, and custodians.

- Approve copiers and shredders used in classified document reproduction or destruction, continuously reduce unneeded classified matter, and investigate and potential or actual compromises of classified information.

- Provide CMPC training.

- Assure that cleared employees receive initial and annual CMPC refresher training on or before their required due date.

**C.4.3.3.3 Classification, Declassification, and UCNI Program**

The Contractor shall nominate a Classification Officer (approved by DOE) to manage and conduct the Classification, Declassification, and UCNI Program for the Hanford Site. The Contractor’s Classification, Declassification, and UCNI Program shall support OHCs and subcontractors in determining the proper classification of information. The Contractor shall ensure 100 percent (100%) review and identification of documents generated in a potentially classified subject area to assure that information is appropriately classified, marked, disseminated, and stored.

The Contractor shall:

- Coordinate the declassification of Hanford Site documents and Hanford legacy documents, as necessary.

- Coordinate the destruction of classified records in accordance with a schedule approved by DOE.

- Assure its management, as well as other onsite Contractor management, is informed of potentially classified subject areas, and inform its employees of sensitive and potentially classified topical areas.

- Assure appropriate classification guidance is available to Hanford Site organizations that are potential generators of classified information.

- Assure a sufficient number of Derivative Classifiers are appointed, approved (by the Contractor’s Classification Officer), and trained within applicable Hanford Site organizations and have sufficient classification guidance available to perform their duties.
• Assure a sufficient number of Derivative Declassifiers are appointed, approved, and trained within applicable Hanford Site organizations to conduct the declassification reviews required by statute, executive order, or DOE direction.

• Assure that a sufficient number of Reviewing Officials are appointed, approved (by the Contractor’s Classification Officer), and trained within applicable Hanford Site organizations to conduct appropriate reviews of potential UCNI, and have sufficient UCNI topical guidance available to perform their duties.

• Complete an annual Accountable Matter Inventory by October 31 of each year.

• Provide the DOE Classification Officer with the number of Derivative Classifier documents reviewed (to include document categories) on a quarterly basis.

• Operate and manage a single Classified Document Control Center, and a Classified Records Holding Area for the proper receipt, storage and maintenance, distribution, control, protection and disposition of classified matter produced, and received for OHCs, DOE, and other Government or Contractor entities, as directed.

• Prepare working procedures that include management of designated accountable classified removable electronic media, classified Records Holding Area operations, and general receiving, processing, distributing (including each means of mailing), copying, scanning, and destruction of classified matter.

• Retrieve classified matter transmitted by U.S. Postal Service Registered Mail from the Post Office on Government workdays.

• Maintain statistical data by entry, on the following:
  – Documents generated;
  – Documents destroyed;
  – Document received; and
  – Documents transmitted.

C.4.3.3.4 Controlled Unclassified Information

The Contractor shall:

• Manage, integrate, and oversee implementation of a common Hanford Site-wide CUI program that includes identification of sensitive unclassified information as CUI.

• Assure conformity of implementation with CUI standards and requirements by the performing OHCs.

• Ensure the Contractor documents released to the public or assigned a formal document number and tracked in a document control system are reviewed for CUI. This includes documents released to the public that are not given a formal document number (e.g., presentations, notices, press releases, information contained or posted on the internet).
C.4.3.3.5 Technical Surveillance Counter Measures

The Contractor shall:

- Appoint a Technical Surveillance Counter Measures (TSCM) officer. The TSCM officer interfaces with the federal TSCM operations manager, and in general coordinates and manages the TSCM program, and dispositions TSCM findings.

- Coordinate and perform CUI education and awareness.

- Identify Hanford Site facilities that qualify for TSCM services to support processing of classified information and shall coordinate TSCM services with the target facility and DOE, as outlined in the DOE TSCM Procedural Guide (classified), current DOE directives, and DOE supplemental direction.

- Ensure classified conference rooms are established, approved, and maintained in accordance with DOE directives.

- Keep the number of classified conference rooms to the minimum necessary to conduct business activities effectively.

C.4.3.3.6 Critical Infrastructure

The Contractor shall ensure information systems that are critical to the Hanford Site mission and require protection from internal and external threats, are maintained. The Contractor’s program shall include identification of critical systems, (e.g., process control systems, fire alarms/systems, criticality alarms, security systems, telephone switches, network components), and evaluation of the protection afforded to each system.

The Contractor shall assure organizations responsible for each system adequately protect those systems.

Boundaries, Constraints, and Interfaces

Boundaries and Constraints:

- DOE will be responsible for the maintenance and management of the DOE Federal OPSEC and CMPC programs.

- The Contractor classification responsibility shall be limited to documents generated by Hanford Contractors, both current and in the past (may be in long-term storage).

- DOE has authority over Contractor generated information.

Interfaces: None.

C.4.3.4 Personnel Security

Background

The Personnel Security function for the Hanford Site involves ~700 cleared badged employees, ~420 enrolled Human Reliability Program (HRP) personnel, ~300 unclassified FNVA per year, and investigation and processing of ~500 employees per year. The Personnel Security scope of work supports DOE prime Contractors, their subcontractors, and other lower tier subcontractors at the Hanford Site.

Key Customers

- DOE
- OHCs
Hanford Site Subcontractors

General Scope and Outcome

The Contractor shall provide a centralized Personnel Security Program. The elements of the program shall include aspects of the Access Authorization (Clearance) Processing Program, HRP, the Unclassified FNVA Program, and official foreign travel. The OHCs are responsible for identification of individuals requiring badges, clearances, HRP processing, providing this information to the Contractor, and developing internal implementing procedures for these activities.

The desired outcome is a Personnel Security function that provides access authorizations, and other elements of the Program reliably and efficiently, such that employee access to information/facilities in the execution of their assigned duties on the Hanford Site is readily obtained, while ensuring national security and protection of classified information and SNM.

Detailed Scope and Requirements

The Contractor shall:

- Process security clearances in support of OHCs. These activities include requesting, obtaining, maintaining, downgrading and terminating security clearances, including Special Access privileges (such as SIGMA). The clearance processing program shall include reviews of each requested clearance action to ensure adequate justification exists and that reporting requirements are met.

- Review security clearance justifications on a periodic basis to keep the number of clearances to the minimum necessary for work execution. At least 95 percent (95%) of clearances shall be justifiable at any given time.

- Report derogatory information, name changes, and other reporting requirements that pertain to cleared individuals, to DOE in accordance with established DOE timeframes.

- When requested by DOE, provide projections of security clearance investigations and associated costs (anticipated annually) for OHC personnel. The Contractor’s clearance processing program shall include processes for obtaining security badges, keys, and proximity cards, from terminating employees and coordinating with security operations to remove such individuals from automated access control systems.

- Obtain pre-employment/pre-clearance suitability investigation information on current and prospective employees of OHCs and their subcontractors; and conduct pre-clearance suitability investigations on employees of other subcontractors performing work in support of Hanford Site mission.

- Maintain files as necessary (hard copy and electronic) to support the above-described activities.

C.4.3.4.1 Human Reliability Program

The Contractor shall:

- Provide a HRP Management Plan to DOE for approval within 120 days of NTP, and review and update the plan annually.

- Administer the Hanford Site HRP (excluding the DOE HRP). The Contractor shall serve as the focal point for coordination of activities between the DOE HRP Certifying Official, the onsite medical provider, management, industrial relations/human resources personnel, drug testing technicians, and others as necessary. The Contractor shall prepare an HRP management/implementation plan for DOE.
approval. The Contractor shall make notification of HRP status change
(e.g., disqualification/requalification, positive drug/alcohol test results, drug/alcohol testing for an
occurrence or reasonable suspicion, failure to report for drug/alcohol testing, security concerns) to
those entities as necessary.

• Notify DOE of HRP disqualifications, positive drug/alcohol test results, and drug/alcohol testing for
an occurrence or reasonable suspicion within four (4) hours.

• Provide a written description/report of the circumstances associated with an HRP status change to
DOE within one (1) working day from the time of the incident.

• Initiate and track activity associated with HRP personnel during the HRP review and approval
process, and ensure completion of this process for each individual by the DOE established due date.
This includes maintaining both hard copy and electronic files for each HRP employee.

• Coordinate and track Hanford Site drug/alcohol testing required by the HRP to include initial,
random, annual, reasonable suspicion, and occurrence testing. The Contractor shall also ensure
random testing occurs at the rate required in accordance with 10 CFR 712, completion of annual
testing as required, and the conducting of off-shift testing at least once each month.

• Develop and administer the Hanford Site HRP training program (HRP initial and refresher training)
for HRP employees and their managers, and assure completion and documentation of training.

C.4.3.4.2 Unclassified Foreign National Visits and Assignments

The Contractor shall:

• Provide a Site-wide FNVA Implementation Plan for DOE approval within 120 days of NTP.

• Administer the FNVA Program for the Hanford Site in accordance with applicable DOE directives
and DOE supplemental direction.

• Approve security plans for foreign national visitors to Hanford Site security areas and coordinate
FNVA requests with the host, OPSEC, DOE Counterintelligence, management, and DOE, or DOE to
assure identification of potential concerns and resolution before approval of the visit/assignment.

• Enter badge requests for approved visits/assignments into the badging database and prepare an
unescorted access credential if a foreign national is approved for unescorted access.

• Conduct FNVA Host training and assist OHCs, as necessary, in the development and coordination of
FNVA security plans.

• Enter visit and assignment information into the DOE visits and assignments database and Hanford
FNVA database, maintain records of visits and assignments, and prepare reports as requested.

C.4.3.4.3 Official Foreign Travel

The Contractor shall:

• Administer its Official Foreign Travel Program in accordance with applicable DOE directives and
DOE supplemental direction.

• Prepare procedures to implement the current contractor’s requirements document and appoint an
Official Foreign Travel Administrator to manage the program.
Comply with aspects of the current CRD to include submittal of projections of potential foreign travel, and official foreign travel requests packages to DOE for review and subsequent submittal to DOE-HQ for approval in accordance with established timeframes, prior to official foreign travel.

Boundaries, Constraints, and Interfaces

Boundaries and Constraints:
- DOE will conduct pre-employment checks for federal personnel and manage the HRP of federal employees.
- WTP construction will conduct pre-employment checks for their employees.
- Central badge support to DOE shall include procurement, installation, and maintenance of computer (hardware and software) systems, image capture equipment, printers, badge stock, and other infrastructure support items.

Interfaces: None.

C.4.3.5 Nuclear Materials Control and Accountability

Background

The MC&A scope involves many metric tons of accountable nuclear material (e.g., Special and Other) in over a half dozen locations on the Hanford Site. The nuclear material attractiveness and quantities encompass the entire range described in DOE requirements (e.g., Category IV-E highly radioactive spent nuclear fuel, to Category I quantities of plutonium in a variety of chemical forms and isotopic amounts). The critical work scope elements of the MC&A program comprise responsibilities in domestic safeguards, international safeguards (e.g., International Atomic Energy Agency [IAEA]), bilateral/multilateral treaties or safeguards initiatives, statistical services, and support to DOE-HQ programs, as coordinated through DOE.

Key Customers
- DOE
- OHCs
- Hanford Site Subcontractors

General Scope and Outcome

The Contractor shall manage and conduct a centralized MC&A Program for accountable quantities of nuclear material on the Hanford Site, in accordance with current DOE directives, DOE supplemental requirements, and Richland Requirements Documents.

The desired outcome is an MC&A program that provides credible positive assurance that Hanford Site nuclear materials are present in their stated quantities and locations, and those intentional or unintentional acts that would put at risk the nuclear material inventory are prevented/deterred, or detected and mitigated.

Detailed Scope and Requirements

Integrate the MC&A program with other Hanford Site Contractor plans, programs, and activities at life cycle stages, and other elements of the SAS program. The MC&A program shall proactively factor in MC&A requirements, systems, and technologies in the planning, design, construction, and operation of new or renovated DOE facilities and activities.
The Contractor shall:

- Create, maintain, and provide a single, integrated MC&A Plan for use by OHCs performing MC&A activities.
- Assign a Manager of MC&A as the Hanford Site MC&A management official and MC&A interpretive authority, organizationally independent from operations and programs/projects, with overall responsibility for MC&A.
- Appoint Nuclear Material Representatives (NMR) and NMR alternates to oversee the control and accounting of reportable quantities of nuclear materials.
- Approve and periodically evaluate nuclear materials custodians for approved Material Balance Areas under the Hanford Site Contractor(s) where nuclear materials are stored, processed, or used.
- Provide the final authorization for shipments offsite, and processing or new/modified storage arrangements of Category I through IV nuclear materials.
- Provide nuclear materials accounting and reporting services for Hanford Site nuclear material, both active and inactive (such as V-RIS), and be responsible for official nuclear material inventory, including discrepancy reconciliation. Maintain backups of nuclear material accounting database information and associated programs. Enter information into the Local Area Network Material Accountability System, produce reports and ad hoc inquiries, maintain and protect nuclear material accountability records, and evaluate inventory.
- Facilitate and coordinate MC&A activities with OHCs to include subcontractors, and review and approve MC&A-related procedures (e.g., nuclear materials access, handling, storage).
- Coordinate MC&A application to nuclear materials unearthed, exhumed, retrieved, recovered, or removed from waste sites, where required.
- Support and facilitate nuclear material transfers, required interfaces and agreements, documentation, shipping and handling, for OHCs’ nuclear material disposition programs, to include previously safeguards terminated nuclear material inventory.
- Purchase, regulate, and manage MC&A-controlled forms and Tamper Indicating Devices (TID) used by OHCs and their subcontractors. Account for MC&A TIDs and controlled forms in storage or use.
- Provide nuclear materials measurement system approvals and measurement system control requirements for Hanford Site MC&A nuclear materials measurement activities.
- Monitor measurement control information, collect and analyze measurement control information, calculate control limits and monitor equipment performance against those limits, qualify measure equipment/methods and review measurement procedures, calculate and publish acceptance/rejection criteria for accountability/verification/confirmation measurements, and evaluate shipper/receiver differences.
- Ensure periodic inventories are conducted by nuclear material custodians and serve as the lead scheduler for inventories consistent with the programs/projects integrated schedules.
- Perform safeguards occurrence investigation and reporting.
- Conduct special studies as requested by DOE and OHCs.
• Consistent with the Contractor’s Information Security procedures, train classified computer users for MC&A-related data handling.

The Contractor shall be the primary point-of-contact and coordinate with the involved OHCs on IAEA-related activities. The Contractor, in cooperation with other affected OHCs, shall provide information flow between them and the DOE/IAEA; host and escort IAEA inspectors while on the Hanford Site; organize and plan IAEA related activities; organize IAEA related briefings; maintain IAEA inspector records related to radiation exposure, training, and access authorization; and create and maintain inspection records. The Contractor shall prepare IAEA nuclear material reports, prepare and distribute reports on inspection activities, and maintain the Design Information Questionnaire report.

**Boundaries, Constraints, and Interfaces**

Boundaries and Constraints: The Contractor shall not possess nuclear materials; should the need arise to be a custodian of nuclear material, registration and approvals will be required.

Interfaces: None.

**C.4.3.6 Safeguards and Security Program Management**

**Background**

The SAS Program Management scope includes elements such as SAS program planning, oversight and administration, security conditions, HSSP and other SAS plans; VAs, DBT, performance assurance, surveys, reviews, and self-assessments.

**Key Customers**

• DOE
• WTP
• OHCs

**General Scope and Outcome**

The Contractor shall establish, manage, integrate, and execute a variety of processes and services that collectively make up the SAS Program Management elements. The elements of the program shall include, but are not limited to, those described below.

The desired outcome is a well-planned, budgeted, managed and executed SAS Program that effectively and uniformly protects security interest/assets on the Hanford Site.

**Detailed Scope and Requirements**

The Contractor shall:

• Establish a centralized SAS Program Management function for the Hanford Site within the Contractor organization. Collaborate, to the maximum extent possible, with OHCs to ensure compliance with DOE requirements.

• Within one (1) work week of notification of formal change(s) from DOE, commence execution of changes to SAS requirements, processes, or procedures to affected OHCs, and track changes through completion.
• Within one (1) year of completion of transition, provide DOE a business case analysis for consolidation of the Patrol Operations Center, Emergency Operations Center (EOC) Shift Office, and Hanford Fire Department Dispatch.

C.4.3.6.1 Safeguards and Security Program Planning, Oversight, and Administration

The Contractor shall:

• Provide overall management and assessment of the SAS Program, taking a lead role in coordinating and integrating SAS operational planning activities on a Hanford Site-wide basis.
• Continually evaluate business and technical approaches to optimize SAS operations, and function as the primary interface with DOE on SAS operations and issues.
• Provide SAS program planning, conduct collection/integration of SAS information and needs from users, ensure SAS is well integrated with other Hanford Site projects’ baselines; report monthly SAS performance (to include analysis of cost performance); and report other performance information as required.
• Provide annual and ad hoc program planning documents and budget formulations, and SAS program-level reports and presentations as requested by DOE.
• Reduce/adjust SAS scope and personnel commensurate with changes in Hanford Site cleanup, offsite shipping of SNM, and operational needs/requirements, within four (4) months of the change (excludes changes that require a significant increase in SAS scope).
• Increase/adjust SAS scope and personnel in accordance with the baseline needs of the projects, such as possible changes to safeguards categories and attractiveness levels. For upgrades to security systems associated with new and/or existing facilities, see Section C entitled, Engineering.
• Evaluate and implement technology, when reasonable, into the SAS Program to continually increase efficiency, reduce manpower resources (where reasonable), and reduce the cost of SAS in support of Hanford Site projects, activities, and facility-specific applications.
• Serve as a single point-of-contact to the DOE for day-to-day SAS operations activities and overall Hanford Site security posture, and coordinate DOE SAS tours, as required.

C.4.3.6.2 Security Conditions

The Contractor shall:

• Conform to the DOE Security Conditions system that has been aligned with the Homeland Security Advisory System.
• Implement appropriate levels of protective measures in response to a malevolent or terrorist threat to DOE facilities, assets, and/or personnel.
• Coordinate and integrate standardized protective measures for a wide range of threats and help disseminate appropriate, timely, and standardized information for the coordination and support to OHCs in the event of a crisis or emergency.

C.4.3.6.3 Hanford Site Security Plan and Other Safeguards and Security Plans

The Contractor shall:

• Develop a single Hanford Site-wide Security Plan for DOE.
• Lead the development of the HSSP with participation from OHCs to provide assurance that SAS measures address identified threats and risks.

• Review the HSSP on an annual basis and update, as necessary.

• Lead and develop other SAS plans in accordance with DOE requirements or as necessary, based on emergent work.

C.4.3.6.4 Vulnerability Assessments
The Contractor shall:

• Develop, prepare, maintain and update VA, security analyses, technology evaluations, implementation plans, feasibility reports and special SAS studies as required for the Hanford Site, and provide this information to DOE as developed and finalized. Scoping, creation, modeling, validation, shall fully involve and be coordinated with OHCs.

• Routinely (for example, quarterly) assess the basis and assumptions of Vas and security plans/documents to maintain their currency consistent with planned and actual program/project changes on the Hanford Site by others, and in accordance with approved update schedules.

• Maintain Vas current with changing Hanford Site conditions.

C.4.3.6.5 Design Basis Threat
The Contractor shall:

• Implement an integrated set of Hanford Site specific SAS actions, technologies, procedures, and processes to effectively comply with DOE DBT requirements, DOE supplemental direction or specialized instructions, and the DBT Implementation Plan, as appropriate.

• Ensure that DBT implementation is aligned and up-to-date with the most current Hanford projects/activities.

• Document DBT implementation actions and plans, and submit to DOE for approval.

C.4.3.6.6 Performance Assurance
The Contractor shall:

• Develop and integrate a Hanford Site-wide Performance Assurance Program Plan (PAPP) as part of the HSSP.

• Ensure the PAPP validates performance of essential SAS protection elements, as approved in the HSSP, both internal and external to the Contractor, as necessary, dependent on involvement of the OHCs.

• Provide oversight of the SAS critical system elements and management assurance so that risk of hostile events that could affect national security or the health and safety of onsite employees, the public, or environment can be either prevented or mitigated.

• Conduct FOF performance exercises in accordance with approved schedules to validate risk and vulnerability status to support the facility VA and HSSP revisions.

• Identify, report, and document Facility/Program specific and Hanford Site risk and, if risk is unacceptable, identify mitigating or cost-effective prevention strategies. If mitigation or
compensatory measures are not recommended, DOE must accept the corresponding risks. The Contractor shall provide cost estimates for security upgrades associated with mitigation strategies to DOE.

C.4.3.6.7 Surveys, Reviews, and Self-Assessments
The Contractor shall:

- Develop and coordinate a centralized self-assessment program for the Contractor and OHCs that complies with DOE requirements and DOE supplemental direction, and ensure consistent application across the Site.
- Conduct self-assessments and SAS performance tests of SAS program elements, in accordance with an appropriate schedule that is coordinated with DOE.
- Develop and manage a centralized Site-wide corrective action management program to monitor, track, and resolve SAS findings, suggestions, and other opportunities for improvement identified in DOE periodic surveys and by other outside sources in the SAS Program.
- Coordinate the SAS corrective action management program, perform root cause analysis to determine the source of the condition requiring corrective action, track corrective action plans and closure dates, validate corrective action closure, and determine effectiveness of corrective actions.
- Maintain a Safeguards and Security Information Management System (SSIMS) node that includes, but is not limited to, information related to surveys, corrective actions, quarterly updates, registration of facilities, verification of classified mailing addresses, incidents of security concerns, and deviations.
- Coordinate input of information into various SAS tracking databases (including SSIMS). Prepare and enter into SSIMS quarterly corrective action status updates for each Hanford Site contractor with open findings within the required timeframes as identified in DOE directives and in DOE supplemental direction.
- Support DOE SAS inspections and surveys of OHCs.
- Support DOE-HQ and other Government reviews (such as the Government Accountability Office [GAO]).

C.4.3.6.8 Foreign Ownership, Control, or Influence/Facility Clearance and Registration of Activities
The Contractor shall:

- Fulfill its Foreign Ownership, Control, or Influence (FOCI) responsibilities and provide assistance to OHCs.
- Coordinate Hanford Site contractor facility clearances regarding security interest/classified activities.
- Provide assistance for the input of facility clearance information into the SSIMS, coordinate completion of the FOCI/Facility Clearance package prior to submittal to DOE, and provide assistance and support to OHCs for other related facility clearance and registration actions.

C.4.3.6.9 Safeguards and Security Training
The Contractor shall:
• Ensure personnel involved with SAS duties are trained to a level of proficiency and competency so that they are qualified to perform assigned SAS tasks and responsibilities.

• Use and integrate DOE NTC resources and assistance in the development and instructional needs for personnel involved with SAS implementation.

• Obtain and maintain a DOE validated Training Approval Program to ensure training programs conducted by organizations other than the NTC meet established objectives, standards, and criteria.

C.4.3.6.10 Safeguards and Security Awareness

The Contractor shall:

• Administer the Hanford Site Security Awareness Program for Hanford employees, subcontractors, and visitors.

• Coordinate with DOE and OHCs to maintain awareness of Site-wide security issues/topics and incorporate them into the Security Awareness Program, as appropriate.

• Conduct security training for permanently badged employees on an initial and annual frequency to maintain appropriate levels of awareness, and commensurate with their work assignments and access authorization level (e.g., CMPC training covering topics such as generation and marking, physical protection and storage, reproduction, accountability).

• Provide the security training (initial and refresher) module for adaptation into Hanford General Employee Training (HGET) and assure annual security refresher training (general or CMPC) is completed on or before the required due date for Hanford Site cleared individuals.

• Ensure proper emphasis is placed on awareness education of the Incidents of Security Concern program requirements, especially the identification, categorization, and timely reporting elements.

• Ensure the SAS Awareness Program includes objectives designed to meet site specific needs and Federal requirements. Employee awareness shall be assessed at least annually to ensure the understanding of the SAS Program continually improves. For purposes of assessing employee awareness, legitimate representative sampling can be used as an acceptable method to assess the progress of the employee population as a whole.

• Develop and provide comprehensive security briefings for personnel who hold an active Hanford Site security clearance, and maintain an SAS intranet website accessible for Hanford Site employees.

• Schedule employees for comprehensive security awareness orientations within one (1) working day from security clearance/access authorization grant/reinstatement. When access authorization grant/reinstatements occur after 1:00 p.m., scheduling of the briefing must occur no later than close of business the next workday.

• Provide supplementary SAS awareness activities and briefings (for example, at staff and safety meetings across the Hanford Site) in addition to the initial, refresher, and termination briefings upon request of DOE or OHCs.

C.4.3.6.11 Classified Visits

The Contractor shall coordinate and manage the Hanford Site-wide Classified Visits Program and processes. Regardless of the Hanford Site contractor performing organization, the Contractor’s Classified Visits Program shall function seamlessly. The Program shall require that only persons with the
appropriate access authorizations and need-to-know receive access to classified information or matter in connection with visits involving the release or exchange of classified information or matter.

C.4.3.6.12 Deviations

The Contractor shall develop and manage Hanford Site-wide plans and procedures for identifying, evaluating, and processing deviations to SAS requirements. Deviations shall be thoroughly scrutinized as to their justifications; shall be applicable and unique to the project/program scopes of work, shall be cost-effective, shall ensure appropriate levels of security where necessary, and shall be used judiciously when other viable means to meet requirements would not be in the best interest of the spirit and intent of the DOE SAS program.

C.4.3.6.13 Incidents of Security Concern

The Contractor shall:

- Develop and maintain an Incidents of Security Concern Program Plan.
- Provide centralized procedures and processes for timely identification and notification, response, inquiry, reporting, and closure actions for Hanford Site incidents of security concern (includes incidents of security concern by Hanford contractors).
- Be responsible for investigation of security incidents involving SNM, security areas, classified information, and prohibited articles.
- Determine root causes for incidents of security concern and initiate/facilitate corrective actions; administer a Security Infraction Program including issuing infraction reports, security incident notices, and management inquiries; maintain an incident database; and trend security violations.
- Prepare a quarterly trend analysis report on Hanford Site related security incidents, and submit to DOE.
- Conduct inquiries for OHCs.

C.4.3.6.14 Safeguards and Security Environmental, Safety, Health and Quality

The Contractor shall:

- Provide SAS ESH&Q management and oversight in support of the SAS program for the Hanford Site program/project activities. This support includes coordinating and monitoring SAS ESH&Q activities, interfacing with physicians and health care consultants, conducting and facilitating SAS incident/accident investigations, document review and approval, and preparation of site and corporate reports.
- Develop and implement SAS programs and initiatives, in accordance with the Integrated Safeguards and Security Management Policy.
- Serve as the liaison to federal, state, and other organizations concerning SAS ESH&Q.

C.4.3.6.15 Safeguards and Security Participatory Activities

The Contractor shall provide technical expertise and services to DOE, and collect data and prepare documents, including participating in SAS DOE quality panels, workshops, and committees, to further advance and improve SAS processes, procedures, policies and cost efficiencies across the DOE complex.

Boundaries, Constraints, and Interfaces: None.
C.4.4 Emergencies and First Responders

C.4.4.1 Fire and Emergency Response Services

Background

Fire services are required for a broad array of hazards and risks associated with a Hanford Site workforce performing a wide range of tasks, including decontamination and demolition activities in deactivated radiological contaminated facilities, construction of large and complex new facilities, and rescue incidents involving the need for specialized equipment and training. Rescue incidents may include confined space, high-angle, cave-ins, and other rescue activities that are typically addressed only by emergency teams who are appropriately trained and equipped. There are currently three (3) active fire stations onsite servicing approximately 580-square miles of the Hanford Site.

Within the scope of this Contract, there are ~57 facilities with operating fire sprinkler/fire alarm systems and ~16 facilities with operating detection only systems that are the Contractor’s responsibility. Additionally, there are ~1,040 portable fire extinguishers in facilities/vehicles controlled by the Contractor. The Contractor is responsible to ensure that fire protection inspection, testing, and maintenance within these facilities meets NFPA requirements. Additionally, the Contractor is responsible to provide respiratory protection equipment service for the Hanford Fire Department, which includes functional inspection, tests, repairs, cleaning, and recharging of ~650 self-contained breathing units.

Key Customers

- DOE
- WTP
- OHCs

General Scope and Outcome

The Contractor shall provide fire emergency response services, including fire prevention, fire suppression, and fire investigations; emergency rescue; emergency medical service and patient transport; incident command; and hazardous materials and chemical/biological/radiological emergency response (to include decontamination) for the Hanford Site. The OHCs are responsible to communicate fire service needs to the Contractor for changes to their facilities or new installations. The Contractor shall ensure 24/7 fire-related protection of human life, property, and facilities, operate basic and advanced life support emergency medical services.

Fire services are required through the life cycle of the Hanford Site. Resources shall be maintained and, when appropriate, reduced in alignment with Site remediation and closure.

The desired outcome is a Fire and Emergency Response Service that prevents or effectively controls/mitigates wildland and structural fires, and ensures timely and successful responses to emergency events on the Hanford Site.

Detailed Scope and Requirements

The Contractor shall:

- Maintain and operate Hanford fire stations. Most of these facilities are occupied 24/7. These facilities are dormitories and require sanitary living conditions on a 24/7 basis. Facility requirements include consistent environmental controls for occupants, equipment and inventory, such as temperature-sensitive medications on the ambulances.
Report the status of the Fire Services program performance (to include analysis of cost performance) monthly to DOE.

Submit an annual summarization report regarding fires and other property damage that was experienced on the Hanford Site for the year.

Respond to medical emergencies on the Hanford Site with ambulance and trained emergency medical personnel.

Meet or exceed the response times to alarms and incidents, as specified by the Hanford Fire Needs Assessment, in at least 95 percent (95%) of the instances.

Provide 9-1-1 backup to the Patrol Operations Center.

Be the primary responder for fires on the Hanford Site, to include wildland fires and radiological contaminated facility fires, and fires in areas where a nuclear criticality incident is possible.

Submit Hanford Site Wildland and Prescribed Burn Fire Plans annually for DOE review.

Utilize the Hanford Fire Needs Assessment as a basis for emergency staffing levels to be maintained 24/7, including holidays and weekends.

Update and maintain the Hanford Fire Needs Assessment defined by CRD O 420.1.C, Chg. 1, (Supplemented Rev 0) Facility Safety, and meet the applicable NFPA Standards, OSHA requirements, and Washington State Administrative Codes, unless specific exception is granted by the DOE. Submit Hanford Fire Needs Assessment to DOE for review.

Initiate updating pre-incident plans upon contract turnover with no less than 75 percent (75%) completed within two (2) years. Within three (3) years, the pre-incident plans shall be updated. Thereafter, pre-incident plans shall be reviewed annually and maintained current.

Act as the Site Incident Command Agency for fires and hazardous/radiological materials emergencies on the Hanford Site. In regards to hazardous/radiological materials emergencies, the Contractor shall comply with the DOE/U.S. Environmental Protection Agency (EPA)/Ecology Permit for Treatment, Storage, and Disposal (TSD) of Dangerous Waste (Part B Permit), Appendix 7A.

Be the designated rescue agency for the Hanford Site, in accordance with 29 CFR 1910.146, Occupational Safety and Health Administration, for rescue in confined spaces, hazardous areas, cave-ins, trench rescue, and high angle rescue.

Act as the Incident Command Agency and address and bring to closure (terminate) emergency situations that could threaten the operations, employees, the general public, or interest of the Hanford Site.

Respond to emergency situations created by a hazardous material spill, including spills and mixed waste spills, for the purpose of incident command and mitigation of the emergency condition(s).

Coordinate with other contractors on Site in regards to fire services. Respond to alarm, trouble, or supervisory signals of fire systems within the prescribed time limits established by the NFPA. Reach agreement with other contractors on facility fire watch responsibilities following an event or impairment.
• Coordinate with cultural resource program regarding locations of sensitive cultural areas on the Hanford Site.

• Make available elements of the Fire and Emergency Response Services on a non-mission interference basis to other non-Hanford Site entities (e.g., fire departments/districts, school districts and other local/state/federal agencies) in response to requests from surrounding fire departments/districts, schools, under mutual aid and state mobilization agreements.

• Provide fire and emergency response to Energy Northwest consistent with the DOE contract with Energy Northwest (e.g., confined-space rescue, medical/ambulance services, hazardous materials emergency response, emergency fire response).

• Implement mutual aid and state mobilization, and other agreements, with local Fire Districts and government agencies. The agreements shall be reviewed annually and updated as necessary.

• Provide a Fire Marshal who has delegated Authority Having Jurisdiction authority for the Hanford Site as identified in HNF-52336 entitled, Authority, Responsibilities, and Duties of the Hanford Fire Marshal. The Fire Marshal or his representative shall be the authority for the investigation of cause, origin, or circumstance of fire related accidents, incidents, explosions, and other hazardous conditions and shall maintain the case files on each investigation.

• Participate in the Hanford Fire Protection Forum (HFPF). The HFPF, among other duties, documents the duties of the Fire Marshal (i.e., the Fire Marshal’s Charter). The Contractor shall be responsible for configuration control, obtaining approval, and distribution of the Fire Marshal’s Charter to OHCs.

• Provide functional inspection, testing, and maintenance of life safety and property fire protection systems (including backflow prevention devices) in facilities identified to this contract. There are ~57 buildings associated with this contract that have active fire protection systems; 16 of those facilities have fire alarm systems only.

• Perform inspection, testing, and maintenance of the Hanford Site Radio Fire Alarm Reporting systems.

• Ensure configuration control of the fire protection systems for the Contractor facilities. Routinely perform permanent or temporary deactivations and testing to accommodate facilities in this contract.

• Maintain the central auditable records for fire protection system activity for the Contractor facilities, as required by federal and state laws.

• Provide a respiratory protection equipment program to include maintenance, testing, repair, modification and servicing of respiratory protection equipment used by the Hanford Fire Department.

• Perform preventive and corrective maintenance to assure proper functioning of fire protection systems, equipment and apparatus. Provide appropriate fire protection system inspection, testing, and maintenance for fire alarm and fire suppression systems so systems are available at least 99 percent (99%) of the time.

• Maintain vehicles, equipment, instrumentation, and supplies in a state of readiness adequate for deployment and transport to the emergency or incident.

• Maintain a cost-effective inventory of fire protection systems spare parts to support this contract where long-lead procurements will be involved.
Perform inspection, testing, and maintenance on Hanford Site-wide emergency sirens.

Participate in and support emergency response training, drills, and exercises by OHCs, as agreed to in MOAs or MOUs.

Participate in the development of MOUs, U.S. Fish and Wildlife Service (USFWS) Cooperative Fire Protection Agreement, and other Mutual Aid Agreements.

Provide fire protection system inspection, testing, and maintenance of existing and new fire systems. These services shall be provided until OHCs have established the ability to perform this work internally, or have established mutual agreements with the Contractor to continue performing the services for the OHCs. Services include:

- Providing functional inspection, testing, and maintenance of life safety and property fire protection systems (including backflow prevention devices) in DOE-owned facilities.
- Ensuring configuration control of the fire protection systems and routinely perform permanent or temporary deactivations and testing to accommodate several site contractors.
- Perform preventive and corrective maintenance to assure properly functioning fire protection systems, equipment and apparatus.
- Maintain a cost-effective inventory of fire protection systems spare parts to support Hanford Site fire operations requirements where long-lead procurements will be involved.
- The Contractor shall perform functional tests and repairs of ~550 self-contained breathing apparatus, cleaning and recharging ~30,000 units and cylinders, annual and bi-annual inspections and functional tests and repairs of ~1,000 high-pressure breathing air cylinders.

Following transition of the work scope to the OHCs, the contractors shall self-perform the work scope.

In accordance with Section J, Attachment J-3.b, the OHCs may purchase these services from the Contractor.

**Services that may be contracted by other contractors through mutual agreement:**

- Fire system inspection, testing, and maintenance. There are ~120 buildings associated with other OHCs onsite (excluding the WTP) that have active fire protection systems; 30 of those facilities have fire alarm systems only.
- Portable fire extinguisher inspection, testing, and maintenance. There are ~2,100 portable fire extinguishers associated with OHCs (excluding WTP).
- Backflow preventer inspection, testing, and maintenance.
- Site Respiratory Protection, refills, inspection, testing, and maintenance. The respiratory protection equipment for OHCs other than the Hanford Fire Department (and excluding WTP) include ~2,900 self-contained breathing apparatus.

**Boundaries, Constraints, and Interfaces**

Boundaries and Constraints:

- The medical emergency response program shall be conducted under the Mid-Columbia Emergency Medical Services and Trauma Council, operated under the County Medical Program Director.
The ambulance service shall include basic and advanced life support and be licensed through the DOH.

- The emergency response time requirement is assumed to remain constant through the life cycle.
- For emergency situations created by a hazardous material spill, including mixed waste spills:
  - Once the hazards have been mitigated, the owners of the facility or material have the responsibility for cleaning up the material and decontaminating the site, but may request supplemental expertise from fire services.

Interfaces: Emergency medical response transport when or after making the determination, based on the level of medical emergency, as to patient destination, such as the Occupational Medical Services Contractor, and local hospitals.

**C.4.4.2 Emergency Operations**

**Background**

The Hanford Site has implemented a single, integrated Site-wide emergency management plan (DOE/RL-94-02, Hanford Emergency Management Plan) to support the activities of the three (3) DOE Offices and their contractors. The Plan also serves as the Resource Conservation and Recovery Act of 1976 (RCRA) Contingency Plan. The Plan and its implementing procedures (DOE-0223, Emergency Plan Implementing Procedures) implement the requirements of DOE Directives regarding Comprehensive Emergency Management System, and the RCRA requirements of the WAC.

The Site has a primary and an alternate EOC to support the emergency programs established at the Site’s approximately 22 hazardous facilities, and provides support to the Hanford Site leadership in the event of a non-Hanford emergency that affects the Hanford Site and/or its workers.

**Key Customers**

- DOE
- PNNL
- WTP
- OHCs

**General Scope and Outcome**

The Contractor shall provide coordination, integration, and maintenance of a centralized Hanford Site EP program capable of recognizing and effectively responding to the spectrum and severity of Hanford Site emergencies potentially affecting onsite and offsite areas, as well as non-Hanford events that could affect onsite operations or personnel, including personnel safety and security situations and natural phenomenon disasters. The Contractor shall plan for and appropriately integrate responders from other agencies and organizations.

The desired outcome is an Emergency Operations function that ensures timely response to and effective control and mitigation of emergency events on or affecting the Hanford Site. In so doing, the loss of life and personal injury, and damage to property and the environment is minimized.
Detailed Scope and Requirements

The Contractor shall:

- Provide an integrated EP program that can sustain a state-of-readiness 24/7, with special emphasis on seamless integration of other agencies and organizations providing response services.


- Conduct, coordinate, and support training for OHCs and subcontractors on the Hanford Emergency Management Plan. Initial training shall be accomplished within one (1) month of accession.

- Conduct and support initial and refresher training for staff assigned to general purpose, low hazard, and hazardous facility emergency response organizations (FERO), and ~230 EOC volunteers.

- Operate, staff, and maintain the EOC Shift Office with trained duty officers 24/7 to test and facilitate communications with Hanford facilities and with DOE.

- Monitor and support the emergency readiness of Hanford Site facilities.

- Conduct or support emergency management surveillances and assessments.

- Review corrective action plans for completeness and compliance with DOE-0223.

- Verify corrective action implementation, and validate the effectiveness of corrective actions.

- Ensure that EP exercises and responses to actual emergencies are adequately staffed with trained personnel to protect human health and the environment.

- Provide operational, technical and administrative emergency management services, including direct support to DOE.

- Maintain a primary and alternate EOC compliant with plans and requirements. The EOC functions include the capability to generate a common operating picture, conduct Consequence Assessment, communicate with the DOE, facilities, local and state offsite partners, and disseminate Emergency Public Information.

- Manage the Transportation EP program, maintain program plans and procedures, conduct training and drills, conduct surveillances and assessments, and monitor corrective action implementation.

- Develop and submit to DOE Hanford the annual DOE Emergency Readiness Assurance Plan ready to transmit to DOE.

- Support OHCs in the preparation and review of Hazards Surveys and EP Hazards Assessments, including technical assistance to ensure documents contain appropriate content and quality. Provide technical expertise and administrative support to DOE approval actions.

- Develop, populate, and maintain a monthly “dashboard” of appropriate information, including performance metrics, trends, and leading indicators, for the Site-wide emergency management functions of interest to DOE, including, but not limited to, training; exercises; technical basis documents, plans and procedures, evaluations, surveillances, appraisals and assessments; findings and other deficiencies from self-assessments, site and external assessments; status of corrective actions;
and budget and resources, including the establishment of on-call FERO staff in accordance with
requirements at Hanford facilities.

- Implement emergency management requirements for assigned facilities.
- Develop and maintain facility-specific emergency plans and procedures for its facilities, including
  Building Emergency Plans.
- Prepare hazards surveys and emergency planning hazards assessments for assigned hazardous
  facilities.
- Manage the Hanford Site emergency exercise program, including drafting the annual schedule.
  In accordance with the annual exercise schedule published by DOE at the beginning of the fiscal year:
  1) develop, conduct, and evaluate Annual DOE Field and DOE Limited exercises and provide reports
to DOE, and 2) evaluate contractor drills for exercise credit and provide reports to DOE.
- Operate the Hanford Site Emergency Alerting System, and ensure its operability and availability.
- Ensure required emergency communications systems and equipment are operable and available, in
  coordination with other functions.
- Support offsite interfaces and the emergency public information program.
- Coordinate facility emergency drill programs, drill schedules and participation, and provide expertise
  on drill conduct and evaluation to Hanford contractors.
- Provide personnel, as requested by OHCs, for the facility drill programs.
- Provide an emergency response capability for assigned facilities that implements DOE/RL-94-02,
  Hanford Emergency Management Plan.
- Provide technical/administrative input for the EP Program in the areas of report/presentation
  preparation, EP hazards assessment(s), emergency action levels, and budget management.
- Coordinate EP response activities for Hanford Site facilities and establish minimum Site technical
  support roles and responsibilities to establish a consistent approach.
- Integrate and coordinate the procedures and checklists of first responders and security personnel for
  those response actions that affect emergency events at Hanford facilities.
- Train OHCs Building Wardens, Building Emergency Directors, ICS, Drill Coordinators, and
  Controllers/Evaluators to ensure proficient staffing for exercises and emergencies.
- Maintain the Hanford Site and DOE on-call program, Hanford Site Emergency Assignment roster,
  and contact lists, and perform on-call duties in accordance with DOE-0223, RL Emergency
  Implementing Procedures.
- Establish procedures and provide direction and coordination for the Hanford Site Occurrence
  Reporting Program.
- Maintain the Contractor’s Continuity of Operations Plan (COOP), and DOE COOP plan, as well as
  integrate with DOE and other contractor COOP plans to ensure essential tasks can be continued
  within the timeframes specified in the plans, with special emphasis on the essential records needed for
  effective emergency response.
• Support DOE in the analysis of changes to the Site boundary, Site access, and future uses of Site lands, including the Manhattan Project National Historical Park and associated activities.

• Prepare and integrate, in coordination with environmental points-of-contact, the parts of the emergency management plan that satisfies the WAC requirement for a contingency plan and inclusion of emergency plans and procedures into the Hazardous Waste Permit.

Boundaries, Constraints, and Interfaces

Boundaries and Constraints: DOE will maintain EP MOUs in accordance with DOE/RL-94-02.

Interfaces: Oregon Department of Energy, Washington State Military Department, DOH, Washington Department of Agriculture, Energy Northwest, and Benton, Franklin, and Grant counties, to coordinate emergency offsite events/drills/exercises.

C.4.4.3 Radiological Assistance Program

Background

The Radiological Assistance Program (RAP) provides 24/7 radiological incident response capabilities. The Hanford Region 8 RAP team is equipped with personal protective equipment, radiation detection and monitoring instruments, air sampling equipment, communications equipment, isotopic identification instruments, search gear, and other equipment, as necessary. The RAP team consists of DOE and DOE contractor personnel (full-time), and ~30 matrix employees who perform radiological assistance duties as part of their normal employment or as part of the terms of the contract between their employer and DOE.

Key Customer

• DOE

General Scope and Outcome

The Contractor shall maintain and implement a first-responder radiological assistance that includes plans, procedures, resources, and 24-hour a day response capabilities. The assistance shall be provided to the Hanford Site and to Region 8, other Regions, and possible international mutual aid support, as directed by DOE. The Contractor shall provide radiological assistance to DOE program elements, other federal agencies, state, local, and Tribal Nations, and private groups requesting assistance.

The desired outcome of the RAP is detection, identification and analysis, and response to events involving the use of radiological/nuclear material, ensuring customers needing assistance have the information and support necessary to respond to an accident, incident, or terrorist activity involving radioactive materials where there is a real or potential radiological hazard to workers, the public, or the environment. The states have jurisdictional responsibility for ensuring the public’s health and safety when radioactive materials are accessible to members of the public. Offsite surveys or related actions will be under the direction and control of the appropriate state and performed by the Region 8 RAP Team, with support as necessary from the DOE and contractor personnel. Prior to a response, the Regional Response Coordinator (RRC) or designee will coordinate with the appropriate DOE management and contractor representatives to ensure they are informed of the situation.

Detailed Scope and Requirements
C.4.4.3.1 RAP Contractor Response Coordinator

The Contractor shall:

- Designate and support a RAP Contractor Response Coordinator (CRC) to provide support to DOE in providing management and direction of RAP contractor personnel. The CRC is responsible for assisting in the management and oversight of the RAP, specifically to ensure that work scope and budget is forwarded to the appropriate OHCs to complete operational tasks, ensure 24/7 readiness of resources (personnel and equipment), and support and assist the DOE RRC, as requested.

- Ensure that Region 8 is capable of deploying two (2) RAP teams simultaneously, assembling the second deployable team within four (4) hours of notification.

- Ensure pre-designation of three (3) RAP teams are available to provide 24/7 response capability.

- Function as a liaison with DOE-HQ, other Regional Coordinating Offices, and their respective CRCs, to coordinate the planning and response to requests for radiological assistance.

- Define the detailed CRC roles and responsibilities in regional plans and procedures, as approved by the DOE RRC.

C.4.4.3.2 Radiological Assistance Program Response Teams

The RAP response teams shall be composed of DOE and OHC personnel with appropriate administrative and technical skills and experience. The Contractor shall ensure that RAP team members are properly qualified, trained and drilled in their roles and responsibilities to safely and effectively respond to radiological incidents.

The Contractor shall properly equip RAP teams with monitoring and personal protective equipment to respond to radiological incidents and ensure the equipment is properly maintained and calibrated, as required by applicable standards.

C.4.4.3.3 General Management and Response

The Contractor shall:

- Maintain a workspace for classified work and classified communications, including classified data processing, storage of classified materials and media team.

- Maintain vehicles, equipment, instrumentation, and supplies (to include up-to-date maintenance of the foregoing and an up-to-date equipment list) in a state of readiness adequate for deployment and transport to the emergency or incident scene.

- Maintain regional management and response plans and procedures. The plans and procedures shall describe the concept of operations, define the roles and responsibilities of personnel, and identify the actions taken to ensure the readiness of personnel and equipment. Plans and procedures shall comply with the RAP Field Operational Guide, and be reviewed and revised annually and submitted to the DOE RRC for comment.

- Provide a detailed status report of RAP cost and performance data on a monthly basis to the DOE-RRC and DOE-HQ.

- Establish procedures for and conduct annual self-assessments of the RAP in accordance with applicable laws, regulations and DOE directives. The Contractor shall provide a written report of the self-assessment and corrective actions to DOE-HQ annually.
• In the event of a radiological response, provide DOE/HQ with timely notification and reporting; notify DOE-HQ within 15-minutes of a request for emergency assistance requiring deployment of a RAP team.

• Notify DOE-HQ within 15-minutes of offsite deployment of a RAP team(s).

• Provide a written After Action Report to DOE-HQ after deployment of a RAP team(s) and subsequent termination of a response, detailing the response and follow-up activities.

• Maintain records of each request for assistance.

• Develop a Regional RAP IP that includes RAP goals and deliverables and budget estimates, and transmit the IP to DOE-HQ for input to the budgeting process. The Contractor’s input shall include unfunded goals, deliverables, and shortfalls for each fiscal year.

• Participate in meetings and working groups as requested by DOE-HQ, write technical papers and articles to communicate with the response community and the general public, and provide support to the DOE Emergency Response Assets, as requested.

• Conduct annual RAP Crisis Response and Consequence Management training to full-time RAP staff, volunteer federal team members, and volunteer contractor team members.

C.4.4.3.4 Radiological Assistance Program Training and Outreach

The Contractor shall:

• Designate a Training and Outreach Coordinator(s) to conduct extensive interagency coordination, conduct drills and exercises, and develop and conduct training for personnel and offsite responders.

• Assist the RRC in providing RAP management and direction.

• Define the Training and Outreach Coordinator’s roles and responsibilities in regional plans and procedures.

• Support emergency planning and exercises with state and local authorities and the Tribal Nations, to the degree practical.

The training and drill requirements shall be identified in plans and procedures and shall be in compliance with applicable orders, laws, and regulations.

C.4.4.3.5 Radiological Assistance Program Maintenance and Equipment Management

The Contractor shall designate a contractor equipment coordinator to maintain RAP equipment in a state of readiness, develop procedures for equipment use, and train RAP personnel and offsite responders in proper equipment use. The radiological survey, search, identification, analysis, communication, and transportation equipment shall follow rigorous operability and calibration expectations in order to provide an effective and reliable 24/7 robust response capability.

Boundaries, Constraints, and Interfaces

Boundaries and Constraints: None.

Interfaces: Federal, state, and local agencies, and Tribal Nations in the region, to determine and understand their capabilities and, when required, to facilitate responses to radiological emergencies.
C.4.5 Training and Workforce Readiness

C.4.5.1 Volpentest HAMMER Federal Training Center

Background

The Volpentest HAMMER Federal Training Center (HAMMER) is a safety and emergency response training center. The primary mission of HAMMER is to train Hanford Site employee, and emergency responders on hazardous materials handling, environmental, health and safety, and emergency response. HAMMER provides training facilities, curriculum, training records, and training delivery services to the federal, contractor, and subcontractor employees in support of the Hanford Site missions consistent with the DOE, local, state, and federal workforce training requirements. The program includes not only established courses, but also just in time training necessary to meet specific mission needs or resolve issues adversely affecting the missions.

The main HAMMER campus is situated at the southern boundary of the Hanford Site, with a dedicated on-Site satellite location located in the southern area of the 200 East Area on the Hanford Site. The main campus is situated on an 88-acre campus, with the majority of the 153,000 sq. ft. campus constructed in 1997. The campus consists of modern classrooms/facilities, specialty training areas, and numerous life-size training props that can be configured to create a variety of situations for industrial hazards, worksite scenarios, emergency response or incident command, and hazardous materials training. The facilities provide for instructor-led courses, blended learning, and performance-based learning.

Key Customers

- DOE
- OHCs
- Hanford stakeholders (on an as needed basis)
- PNNL
- Third parties through Strategic Partnerships (e.g., DOT, Washington State National Guard, U.S. Department of Homeland Security)

General Scope and Outcome

The Contractor shall provide an efficient and performance-based training program and maintain the HAMMER in a ready-to-serve capacity as the primary training facility for the Hanford Site. The program is to enable accomplishment of the customers’ missions in the most cost-effective manner:

- Without injury to the workers or the public,
- While meeting regulatory requirements, and
- Consistent with the principles of QA, ISMS, and the Voluntary Protection Program (VPP).

In order to provide standardized professional and technical training services, the Contractor is required to recruit and maintain an appropriate cadre of staff and instructors (to include worker-trainers from the OHCs), as well as business management and facility and training support operations staff members who are technically proficient in their respective areas of expertise.

The Contractor shall utilize the main HAMMER campus as well as the 200E Area satellite location to provide training services. Additionally, HAMMER shall coordinate with the OHCs to maximize the satellite facility use.
The Contractor shall:

1. Demonstrate a culture of continuous improvement in key areas and skills;
2. Continually anticipate future growth in both course attendance and curriculum;
3. Improve integration, partnering, and support within the Hanford Site to promote problem solving and cost efficiencies;
4. Develop and deploy effective strategic planning for the mission in the environment of changing budgets;
5. Ensure that HAMMER infrastructure and facilities are operationally safe, secure, and compliant with applicable requirements;
6. Collaborate with partners; and
7. Operate HAMMER in a cost-efficient and effective manner to provide and facilitate quality training for federal and contractor personnel in support of the DOE’s mission.

Training courses are designed to meet professional training needs based on job analysis, skill development, and continuous learning. Course content and material shall remain current and reflect applicable federal laws and regulations and DOE policies and procedures. Effective training will be developed by using a DOE-recognized systematic approach.

In addition to maintaining the facilities and physical infrastructure already described above, the Contractor shall provide scheduling, training record keeping, and other services as deemed necessary to support HAMMER’s mission and integration for Hanford.

The training supports a broad range of occupational, health, safety, and emergency response needs related to DOE operations. Training delivery shall be conducted through instructor-led, eLearning, and blended learning methods.

Additionally, HAMMER shall be fostered as a national and regional training asset that serves other non-DOE, local, state, regional, and national needs in such areas as disaster recovery, emergency response, transportation, fire protection, law enforcement, and military readiness. Training support for these organizations shall be provided through the Strategic Partnerships and excess capacity program and as coordinated with DOE prior to activities.

**Detailed Scope and Requirements**

**C.4.5.1.1 Training Support**

Provide the Hanford Site workers, including DOE personnel, PNNL as requested, and other customers as requested, training to maintain a qualified workforce, as required by federal, state, and regulatory requirements, DOE directives, and management directives. Table C-1 identifies the specifically required standardized training to be provided by HAMMER, and common safety procedures/processes.
<table>
<thead>
<tr>
<th>#</th>
<th>Worker Safety Requirement</th>
<th>Common Process</th>
<th>Standardized Training</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Asbestos</td>
<td>N/A</td>
<td>Yes</td>
</tr>
<tr>
<td>2</td>
<td>Chemical Management Program (Community Right-to-Know) as required by 40 CFR 370.41, Tier II Emergency and Hazardous Chemical Inventory Form, with the Contractor’s responsibility for obtaining data from OHCs, compiling and submitting the required data.</td>
<td>Yes</td>
<td>N/A</td>
</tr>
<tr>
<td>3</td>
<td>Chronic Beryllium Disease Prevention Program (CBDPP) as required by 10 CFR 850, Chronic Beryllium Disease Prevention Program, and DOE-0342, Hanford Site Chronic Beryllium Disease Prevention Program (CBDPP).</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>4</td>
<td>Confined Space Entry as required by 29 CFR 1910.146, Occupational Safety and Health Administration, and DOE-0360, Hanford Site Confined Space Procedure (HSCSP).</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>5</td>
<td>Electrical Safety as required by NFPA 70 and 70E, 10 CFR 851 Appendix A Section 10, and DOE-0359, Hanford Site Electrical Safety Program (HSESP).</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>6</td>
<td>Employee Job Task Analysis as required by 10 CFR 851, Appendix A, Section 8 and as being implemented on the Hanford Site at present time.</td>
<td>Yes</td>
<td>N/A</td>
</tr>
<tr>
<td>7</td>
<td>Excavation permits as required by 29 CFR 1926.651, Safety and Health Regulations for Construction, with emphasis on existing Hanford Site system for obtaining excavation permits and DOE-0344, Hanford Site Excavating, Trenching and Shoring Procedure (HSETSP).</td>
<td>Yes</td>
<td>N/A</td>
</tr>
<tr>
<td>8</td>
<td>Fall Protection as required by 29 CFR 1910, Occupational Safety and Health Administration; 29 CFR 1926, Safety and Health Regulations for Construction; and DOE-0346, Hanford Site Fall Protection Program (HSFPP).</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>9</td>
<td>Hanford General Employee Training (HGET), satisfies numerous requirements, see HGET Training Program Description.</td>
<td>N/A</td>
<td>Yes</td>
</tr>
<tr>
<td>10</td>
<td>Hazardous Energy Control (lockout/tag out) as required by 29 CFR 1910.147, The control of hazardous energy (lockout/tagout), and implementing Contractor Requirement Document O 422.1 (current version), Conduct of Operations in accordance with Section J, Table J-2-8, and DOE-0336, Hanford Site Lockout/Tagout Procedure.</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>12</td>
<td>Hoisting and Rigging in accordance with the Hanford Site Hoisting and Rigging Manual (DOE/RL-92-36) and as required by 29 CFR 1910 and 1926.</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>13</td>
<td>Industrial Hygiene Exposure Records including the generation, common database, and storage as required by 10 CFR 851 Appendix A, Section 6.</td>
<td>Yes</td>
<td>N/A</td>
</tr>
<tr>
<td>14</td>
<td>Radiation Safety as required by 10 CFR 835 (e.g., Radiological Worker I and II and Radiological Control Technician training), DOE-0357, Hanford Radiological Worker Training Program Description, and DOE-0358, Hanford Site Core Radiological Control Technician Qualification.</td>
<td>N/A</td>
<td>Yes</td>
</tr>
</tbody>
</table>
Table C-1. Required Standardized Training and Common Safety Processes*

<table>
<thead>
<tr>
<th>#</th>
<th>Worker Safety Requirement</th>
<th>Common Process</th>
<th>Standardized Training</th>
</tr>
</thead>
<tbody>
<tr>
<td>16</td>
<td>Stop Work Authority as required by DOE-0343, Hanford Site Stop Work Procedure.</td>
<td>Yes</td>
<td>N/A</td>
</tr>
</tbody>
</table>

* The Contractor shall ensure changes to the required standardized training and common safety processes in Table C-1 are approved by DOE and are communicated in a timely manner to maintain a current listing.

C.4.5.1.2 Standardized Site Training

The Contractor shall:

- Develop and maintain training related to the common procedures/processes directly applicable to work at Hanford Site, Site hazards, and use qualified instructors and established universally applicable curricula objectives.
- Integrate into HGET module relevant DOE directives and Hanford Site specific safety training changes within 60 days of identification of these activities.
- Provide for worker involvement, including worker-trainers where appropriate.
- Coordinate with the OHCs to establish training priorities and develop standardized training programs where applicable, in addition to the standardized training.
- Ensure changes to the required standardized training and common safety process in Table C-1 are approved by DOE and are communicated in a timely manner to maintain a current listing.

C.4.5.1.3 Training Other than Standardized

The Contractor shall:

- Execute the necessary quality controls (QC) and oversight to ensure that customer requirements are fully incorporated (e.g., DOE O 426.2A, *Personnel Selection, Qualification, and Training Requirements for DOE Nuclear Facilities*; OSHA; American National Standards Institute [ANSI]; 10 CFR 850, *Chronic Beryllium Disease Prevention Program*; and 10 CFR 851).
- Provide a cost-effective program for non-facility specific training that meets regulatory requirements and promotes QA, ISMS, and VPP principles.
- Benchmark Hanford Site-wide standardized performance-based safety training curriculum and submit to DOE. If not provided by the private sector, the costs shall be benchmarked with comparable federal training institutions to demonstrate cost-effectiveness.
- Provide support to the Hanford Site in acquiring technically competent and cost-effective training services for special needs and peak load periods, through the brokered use of internal and external resources.
- Prepare an Annual Training Needs Forecast and Plan that meets Hanford Site needs; submit to DOE as part of the Program Review, and report progress and performance against the Plan quarterly.
• Conduct a top-to-bottom review of the Hanford training programs, including an assessment of the program quality, potential improvements, and possible efficiencies, and submit analysis to DOE. As part of this review, the Contractor shall work with the OHCs to identify additional training that should be standardized, and develop identified training into a deliverable course.

### C.4.5.1.4 Learning Management System, Content Management System, and Training Support Tools

The Contractor shall:

• Develop course material, training products, and training plans necessary to accomplish the HAMMER training. The Content Management System (CMS) and Learning Management System (LMS) shall be leveraged to their fullest capabilities.

• Provide administration of the HAMMER Courseware Management System, and provide system-troubleshooting assistance to users, generate reports and supply to end-users, assistance to field developers, assistance in publication of new or revised courses, and maintenance of web-based training database.

• Manage and maintain integrated training information systems (e.g., LMS, CMS, Hanford Site Worker Eligibility Tool, and Hanford Integrated Training System).

• Provide for the use of radioactive source materials and ionizing radiation producing machines as training devices for specific specialized classes.

• Coordinate with OHCs and DOE to assess upcoming training needs and incorporate these needs into baseline planning activities.

• Coordinate with other training providers within the DOE complex to identify specialized training to supplement HAMMER provided training.

### C.4.5.1.5 HAMMER Management Assurance

The Contractor shall:

• Provide a full range of business, management, and quality functions.

• Develop and implement a system that provides for continuous assessment, evaluation, and improvement of HAMMER activities consistent with contract requirements.

The system shall include processes, procedures, and performance measures used by the Contractor to:

• Measure and improve performance;

• Ensure that mission objectives and contract requirements are met;

• Ensure that workers, the public, and the environment are protected;

• Ensure that operations, facilities, and business systems are efficiently and effectively protected and maintained; and

• Identify and correct deficiencies.
C.4.5.1.6 Training Records

The Contractor shall:

- Maintain and manage training records (HAMMER and other Hanford Site training records), provide a training records system for entry, retrieval and safeguarding of training records.
- Maintain record copy training program files consistent with the Site-wide records retention requirements and policies, to include needs analyses, course design and development documents, lesson plans, student handouts, and exams.
- Ensure training policies, plans, procedures, and program descriptions are integrated, implemented, and maintained, consistent with regulations and directives.

C.4.5.1.7 Performance Measures

The Contractor shall:

- Develop a set of performance measures and associated metrics that provides a timely and accurate assessment of HAMMER training and operations.
- Provide to DOE, on a quarterly basis, DOE statistical information on student numbers and facility usage on a quarterly basis.
- Track the number of student-days of training provided against the previous five (5) years, including Hanford training and offsite customers, and report as part of the Program Review.
- Develop and submit to DOE a three (3) year rolling HAMMER Strategic Plan that addresses HAMMER strategic goals, critical assumptions, and guiding principles. The plan shall focus on the Hanford scope.
- Conduct a routine Program Review addressing work scope, budget, program status, facility usage, student numbers, and management challenges and issues.
- Track and report non-Hanford revenues. Under the DOE Strategic Partnerships Program, HAMMER may rent the facility and props to other non-DOE federal agencies, state and local governments, tribes, industry, and not-for-profit organizations on a full cost recovery basis, or as directed by DOE. Reimbursements are shown as revenue (credit) against the HAMMER base program.
- Submit on a routine basis, a schedule of upcoming activities and training to the DOE.

C.4.5.1.8 Training Evaluation Program

The Contractor shall:

- Oversee and evaluate training products to identify and act on improvement opportunities to ensure optimum training effectiveness.
- Utilize student and instructor evaluations and information received to incorporate lessons learned and work with instructors, who provide training to the Hanford Site, to improve identified deficiencies.
- Evaluate the effectiveness of training in achieving the transfer of knowledge and skills to the target audience. The training evaluation program shall include, at a minimum:
  - Conducting training and process evaluations;
  - Providing periodic statistical evaluation reports as part of their self-assessment program; and
Utilizing evaluation results to continuously improve course content.

**C.4.5.1.9 HAMMER Facility Management and Operations**

The Contractor shall provide cost-efficient and effective management, maintenance and oversight of facilities, site safety, and logistical support required to support operations at the HAMMER. This work shall be conducted in accordance with applicable requirements and approved processes and procedures.

**C.4.5.1.10 HAMMER Site Operations**

The Contractor shall:

- Manage and maintain HAMMER facilities in a safe, secure, efficient, and fully operational condition.
- Ensure requirements to include environmental and operational permits are fully implemented and documentation is maintained. This shall be accomplished by assessing facilities and infrastructure as to their operating condition and identifying maintenance requirements.

**C.4.5.1.11 HAMMER Site Development Plan**

The Contractor shall develop and maintain a Site Development Plan for the HAMMER campus. The plan shall include, but is not limited to:

- Facility renovations;
- Maintenance;
- New construction; and
- Description of related resources requirements and needs.

The plan shall address, at a minimum, equipment and systems throughout HAMMER, such as:

- Fire detection and suppression systems;
- Utility systems;
- Heating, ventilation, and cooling systems;
- Water distribution systems;
- Liquid petroleum gas system; and
- IT infrastructure.

**C.4.5.1.12 HAMMER Facilities and Equipment Maintenance**

The Contractor shall:

- Manage the HAMMER maintenance activities, including equipment and facilities.
- Ensure equipment is maintained in accordance with operational manuals or accepted standards.
- Plan, coordinate, and schedule HAMMER classrooms, props, and equipment for courses, exercise, and events.
- Provide for operation of the HAMMER facilities, including engineering, prop and classroom setup, prop operations, training support, occurrence notification and reporting, material and equipment procurement, inventory control, customer requirements coordination, emergency operations and security support.
• Implement and maintain a plan for a comprehensive maintenance operation that addresses preventive, corrective, and predictive maintenance actions for HAMMER facilities and infrastructure.

• Ensure specialized training facilities, training aids, and equipment are maintained.

• Maintain a system that identifies the current operating state of facilities and infrastructure. The system should also project the end-of-life cycle for elements and components of facility and infrastructure systems.

• Develop and maintain a HAMMER Facility Master Plan with prioritized needs and proposed improvements necessary to address life cycle and proposed facility upgrades. The Plan shall:
  – Discuss the continued evolution of the HAMMER physical facilities and prop upgrades;
  – Take into consideration the Hanford Site workforce forecast, and training forecasts for Hanford Site training and offsite training (i.e., excess capacity); and
  – Be integrated with the Site Development Plan based on the HAMMER Strategic Plan.

**C.4.5.1.13 HAMMER Risk Assessment Program**

The Contractor shall:

• Maintain a documented risk assessment program for HAMMER training operations with an emphasis on high-risk activities.

• Utilize a graded approach to conduct risk assessments of training, qualification, evaluation activities, and shall integrate with OHCs. The Contractor is responsible for determining risk levels, identifying potential hazards, and recommending controls to be implemented.

• Ensure training operations, with emphasis on training activities conducted at HAMMER, meet the highest standards of safety performance.

**C.4.5.1.14 HAMMER Strategic Partnerships Projects**

The Contractor shall:

• Provide specialized training support services for other federal agencies aligned with the expectations in current DOE directives relating to Strategic Partnership Projects (formerly known as Work for Others [WFO] [Non-DOE Funded Work]) and on a full cost recovery.

• Maintain ongoing commitments to the following customers consistent with fiscal year funding: DOT, National Guard, and Department of State.

**C.4.5.1.15 HAMMER Excess Capacity**

The Contractor shall:

• Provide specialized training support services and excess capacity for non-Hanford training, but within the DOE enterprise, on a full cost recovery basis.

• Maintain ongoing commitments to the following customers consistent with fiscal year funding: DOE Office of Electricity Delivery and Energy Reliability, and PNNL.

**Boundaries and Constraints**
• Props and rooms constructed/funded by a specific customer shall be utilized according to the terms of agreement with that customer (for example, the classrooms constructed for and funded by the U.S. Department of State shall be provided to the U.S. Department of State as first priority).

• The HAMMER facility (not including the PTA) shall be maintained as a public access (unbadged) area. Controls shall be in place for guest registration, but a security badge is not required. Foreign visitors shall be allowed access to the facility, and appropriate documentation shall be maintained on these visits.

• Radioactive source materials and ionizing radiation-producing machines used as training devices for specific customer-sponsored classes are provided by an inter-contractor MOA with the customer contractor.

• DOE and its contractors shall be given priority access to training facilities, with excess capacity available to use by non-Hanford, offsite customers.

• Some required training (e.g., Asbestos Supervisor and Worker Training), shall be delivered using State of Washington approved curriculum, with Hanford instructors certified by the state.

Boundaries, Constraints, and Interfaces

Boundaries and Constraints: None.

Interfaces: Local, state, regional governments; the Yakama Nation, Confederated Tribes of the Umatilla Indian Reservation, Nez Perce, Colville, and Wanapum Band (hereafter referred to as Tribal Nations); military, and federal emergency response agencies; DOE offices (DOE-HQ, NNSA, PNNL); Hanford and national union leadership; and local community leadership (including the Tri-City Industrial Development Council [TRIDEC]) for continued training support.

C.4.6 Information Technology and Management

C.4.6.1 Information Technology Core Services

C.4.6.1.1 Strategic Planning, Governance, Enterprise Architecture, and Program Management

Background

The primary goal of this scope of work is to enable the successful execution of the Hanford mission and associated activities by providing effective, efficient, secure, redundant, and innovative information management and technology solutions (i.e., IT) to keep IT current and bring it into the future, maintenance of Hanford Site technical data in support of regulatory decision making, and post-cleanup S&M.

Key Customers

• DOE
• OHCs

General Scope and Outcome

The Contractor shall develop a charter to establish a Governance Advisory Board (Board) composed of key Contractor and federal senior IT managers and stakeholders, subject to approval by the CO. The Advisory Board will provide policy guidance, advice, and assistance in the definition, design, and implementation for the IT Program. In addition, it serves as the core group, providing advocacy for IT services and infrastructure business and technology across the Hanford site. The governance function
shall work to foster full integration between the Hanford Enterprise Architecture and Capital Planning and
Investment Control processes, including strategic planning, investment management, and portfolio
management. The Governance entity serves as the focal point for the development and coordination of
Hanford Site-wide policy and guidance, including standards and best practices for IT services and
infrastructure. This team is responsible for establishing common terminology definitions and frameworks,
including policies, standards, processes, and procedures. Unless otherwise noted or directed, it should be
assumed that IT deliverables from the Contractor – such as architectures, plans, and programs – should be
mature and actionable packages that are subject to review by the Advisory Board and final approval by
the CO.

The objective of this area is to support the CO in implementing laws, regulations, and polices, and to
facilitate evolving IT practices. Below are examples of work to be performed under this task (this list
should be considered examples and is not all-inclusive):

- IT Governance Process Development and Management;
- Capital Planning and Investment Control Support;
- Independent Verification and Validation;
- Agency IT Architecture Support;
- IT Portfolio Analysis;
- Risk Management;
- Program Analyses and Implementation (including Business Cases Analysis, Cost/Benefit Analysis
  and Cost Effectiveness Analyses);
- IT Organizational Development;
- Program Management Office Support;
- Advisory and Assistance Services;
- Federal Enterprise Architecture Alignment Support Services; and
- Market Research.

**Boundaries, Constraints, and Interfaces:** None.

**C.4.6.1.2 Information Technology Capital Planning**

**Background**

Capital Planning Investment Control (CPIC) is an IT management process to ensure IT resources are used
effectively and efficiently. The process aligns IT plans with DOE’s strategic vision and mission
requirements to ensure managers have accurate and meaningful information for IT decision making.
This includes proposed IT investments’ overall value to the organization, the return on the investment,
including the measures of performance, technology business management, and the utilization of risk
management plans.

**Key Customers**

- DOE
General Scope and Outcome

Capital Planning support personnel shall have a good working knowledge of Office of Management and Budget (OMB) requirements and best practices for IT Investment Reporting, Application Portfolio Management, Governance (specifying the decision rights and accountability framework to encourage desirable behavior in the use of IT), and Project Management.

Detailed Scope and Requirements:

The Contractor shall perform the following tasks associated with IT Capital Planning:

- Support the management of information, IT assets and IT investments, including major Exhibit 300 investments and non-major Exhibit 53 reports. These reports are required monthly, annually, and/or during OMB Passback, and this task involves analyzing, collating, and reporting detailed information on the utilization of IT resources (e.g., applications, hardware, software, and labor).

- Coordinate with DOE to facilitate the timely and accurate submission of Exhibit 300 and Exhibit 53 monthly and annual reports and data calls.

- Provide analysis and reporting of Cost and Risk Reduction activities (including creating and maintaining guidance) to improve investment performance for the Hanford Site’s Exhibit 300/53 investments and IT project management activities.

- Facilitate for investment owners, the measurement of investment performance by providing annual and periodic guidance, which adheres to OMB, DOE, and EM requirements and best practices.

- Coordinate with DOE to facilitate the timely (by the 15th of each month) and accurate submission of monthly IT Dashboard reports for the major investments.

- Provide routine updates to DOE to support the EM Application Registry.

- Provide IT portfolio management support by evaluating and monitoring the portfolio on a continuous basis (and by developing a portfolio management process to support IT Governance and producing portfolio reports).

- Support ad hoc portfolio requests in the Electronic Capital Planning Investment Control (eCPIC) system for portfolio analysis.

- Support the gathering and reporting for data calls in a timely (within the due date specified by the requesting organization) and accurate manner.

- Understand DOE’s and EM’s IT governance processes in order to facilitate the use of IT governance and its integration with the CPIC process.

- Maintain IT governance documents.

- Provide support for meetings, including providing support for Microsoft PowerPoint, information gathering, and meeting minutes.

- Support reporting requests in a timely and accurate manner.

- Support the Application Portfolio Management process by evaluating the portfolio to increase its efficiency and effectiveness to support stakeholder needs.
• Maintain/create guidance documents for CPIC processes (including for cost and risk reduction).
• Provide a weekly report of accomplishments, activities, issues, and recommendations.
• Support TechStat or PortfolioStat audits as they occur.
• Identify and align existing and new IT investments (systems and software) to CPIC exhibits.

**Boundaries, Constraints, and Interfaces:** None.

**C.4.6.1.3 Information Technology Strategic Planning and Architecture**

**Background**

IT Strategic Planning and Architecture provides a mechanism and a methodology that explains how Strategic Planning, Cyber Security, Records Management, Operations, Acquisitions, Capital Planning, and other related IT and general management processes work together to meet the enterprise’s mission and objectives.

**Key Customers**

- DOE
- OHCs

**General Scope and Outcome**

The Contractor shall provide insight into the utilization of IT resources based on business, mission and technology requirements as well as the transition plans that outline the path to move from the current environment to a future state. IT Strategic Planning and Architecture support personnel must have a good working knowledge of OMB requirements and best practices for Governance and Enterprise Architecture.

**Detailed Scope and Requirements**

The Contractor shall perform the following tasks associated with IT Strategic Planning and Architecture:

- Develop an Enterprise Architecture management program plan that integrates and aligns requirements between the Hanford site and DOE’s (including Field office and Headquarters) IT management processes (cyber, records management, operations, enterprise architecture, capital planning).
- Establish and maintain the Hanford Site’s Enterprise Architecture and associated repositories to document enterprise architecture requirements.
- Create, document, and maintain a Hanford Site target architecture. The target architecture will capture DOE’s future states for areas such as strategy, business, data, application, and technology. The target architecture will also include consideration for the shrinking footprint of the mission and consolidation or reduction of the IT footprint on Site.
- Provide support for DOE’s IT Governance activities by creating, analyzing, and maintaining enterprise governance documentation, preparing reports summarizing IT projects performance metrics and information, socializing governance practices, and supporting governance meetings.
- Develop presentation information for field site collaboration initiatives/efforts/meetings in a timely, accurate, and useful manner.
- Support the development/maintenance of the Hanford site IT Strategic Planning process.
Support the development, socialization, and implementation of the Hanford Site’s IT Strategic Plan.

Analyze and support system integration and interoperability initiatives by developing transition plans.

Model system integration and interoperability transition plans in the Enterprise Architecture Repository.

Provide analysis and support for Enterprise Architecture Cloud Computing initiatives.

Provide analysis and support for Enterprise Architecture Identity, Credential, and Access Management and HSPD-12 initiatives.

Support the gathering and reporting of Enterprise Architecture/Strategic Planning data calls from OMB, EM, or Office of the Chief Information Officer (OCIO) in a timely (within the due date specified by the requesting organization) and accurate manner.

Support ad hoc reporting requests.

Provide a report of accomplishments, activities, issues, and recommendations monthly, or as directed by the CO.

Develop the methodology to create a comprehensive data management plan.

Conduct a robust Business Impact Analysis (BIA) in order to assess and prioritize business functions and processes (not restricted to Information Management), identify potential disruptions, legal and regulatory requirements, estimate maximum allowable downtime and acceptable losses, and estimate recovery time objectives to give managers strategic business insight that can inform decisions about each major programs assessed through the BIA.

Develop a COOP and/or Disaster Recovery Plan based on the BIA.

Be responsible for developing, testing, and reviewing disaster recovery and COOP.

For the purposes of transparency, develop and electronically publish, publicly consumable IT program performance metrics comparable to the externally accessible performance metrics (development of metrics is subject to approval by the CO) available from other agencies.

Site Standards

The Contractor shall establish, maintain, and publish site IT standards and policies, subject to the Governance Advisory Board and CO approval, for areas including, but not limited to:

- Hardware;
- Software systems;
- Software development;
- Records; and
- Cyber security.

C.4.6.1.4 Business Management Systems

Background

The Business Management System (BMS) is a collection of various enterprise IT investments that provide core business functions such as Enterprise Resource Planning, Business Intelligence, and other
related functions. BMS is one of the DOE’s Agency’s “Exhibit 300: Business Case for a Major
Investment” documents, with routine reporting through the CPIC process.

Key Customers

- DOE
- OHCs

General Scope and Outcome

The Contractor is responsible for providing the BMS functions and services to the OHCs.

C.4.6.1.5 Website Support Services

The Contractor shall:

- Coordinate Hanford Site intranet and internet support, to provide website configuration control, use
metrics, and hosting standards.
- Develop a plan to migrate one or more aspects of the external web presence (hanford.gov) to the
energy.gov Drupal framework. Upon DOE approval, implement the migration plan.

C.4.6.1.6 Geospatial Information Systems

Background

Geospatial information provides the necessary information to carry out compliance and cleanup activities
and establishes a long-term Site-wide historical record of the Hanford Site, describing how the Site
looked before and after cleanup.

Key Customers

- DOE
- OHCs
- Natural Resource Trustee Council (NRTC)
- Tribal Nations

General Scope and Outcome

The Contractor shall act as a central geospatial clearinghouse to coordinate, capture, manage and share
geospatial information for the DOE and OHCs.

The desired outcome of Geospatial Information System Management is to increase efficiency by
integrating the Geographic Information System (GIS) with land planning, cleanup, environmental data
management, and post-cleanup S&M business functions.

Detailed Scope and Requirements

The Contractor shall develop and implement a comprehensive Hanford Geospatial Information Program
Plan that defines a five (5) year plan for maintenance and improvements to the existing GIS. The plan will
describe the data, tools, software, business processes, personnel, and projected funding requirements
needed to support the Hanford Site missions.

The Contractor shall:

- Develop and maintain a five (5) year program plan and budget, and updated annually.
• Collaborate with environmental restoration contractors and other stakeholders to develop the Stewardship Information Portal as an enterprise system that provides access to information about the history, cleanup, and as-left condition of the land to support post-cleanup S&M, ongoing regulatory permitting and compliance activities, and delisting of the Hanford Site from the National Priorities List.

• Provide integration, coordination, and acquisition support for high-resolution aerial imagery.

• Provide, at least biennially, one set of 12-inch and 3-inch resolution aerial imagery and light detection and ranging for the site.

• Coordinate with OHCs to ensure their geospatial data/information is available in an agreed upon format and address geospatial concerns.

• Make Hanford Site geospatial information available to DOE, OHCs, and the public.

• Support the integration of the data systems with the Stewardship Information Portal.

• Maintain the Section J Attachments entitled, Hanford Site Structures List and the Hanford Waste Site Assignment List, serving as Administrator of the data and responsible for Site-wide reporting.

The Contractor shall be responsible for managing the list in coordination with the OHCs. Proposed changes in assignment of facilities shall be ratified by DOE.

**Boundaries, Constraints, and Interfaces**

Boundaries and Constraints: None.

Interfaces: Federal and state Governments, Tribal Nations, local agencies or officials, and the public.

**C.4.6.1.7 Software Engineering and Development**

**Background**

The strategic direction is to push the Hanford Site toward using more open-source or commercially available software; however, software development projects may arise from time to time.

**Key Customers**

• DOE

• OHCs

**General Scope and Outcome**

The Contractor shall:

• Establish a software development life cycle (SDLC) program, subject to approval by the CO that represents contemporary industry standards, such as requirements tracking, agile development methodologies, automated testing, continuous deployment and integration. The SDLC should tie into the overall governance and investment program and include estimated full life cycle costs, to include periodic security updates and end-of-life activities.

• Develop specialized software to meet the Hanford Site mission needs as directed by the CO, in accordance with the established governance processes.

**Boundaries, Constraints, and Interfaces:** None.
C.4.6.2  Cyber Security

Background

Unclassified computing at the Hanford Site is primarily conducted on a mixture of General Support Systems such as the HLAN, and Industrial Control Systems (ICS)/SCADA systems under the Hanford Accreditation Boundary. The HLAN is the central electronic communications network that provides computing infrastructure to DOE and the majority of their respective prime Contractors and their subcontractors. The current Contractor’s classified information systems are comprised of two (2) National Security Systems (NSS). There are approximately 52-trained users on the classified systems.

Key Customers

- DOE
- OHCs

General Scope and Outcome

The Contractor shall provide a centralized Cyber Security Program, integrated with the other sections of the Contract (e.g., Sections C, H, J), for the Hanford Site. The Cyber Security Program scope includes, but is not limited to, Classified Cyber Security, Unclassified Cyber Security, and Telecommunications Security.

The desired outcome is a cyber security system at the Hanford Site that ensures no degradations of performance and no disruptions or compromises, including impacts to users, by ensuring the confidentiality, integrity, and availability of cyber security components and information.

Detailed Scope and Requirements

The Contractor shall:

- Develop, document, and implement a risk-based cyber security program that meets FISMA requirements, supports DOE’s cyber security program and provides the necessary assurances to the Office of the CIO that the program is compliant with federal and DOE requirements.
- Collaborate with OHCs to ensure compliance with DOE requirements are maintained and implemented consistent with the overall Cyber Security Program.
- Collaborate and exchange information with the counterintelligence office as well as the iJC3 to facilitate a cooperative risk picture, including but not limited to cyber events and supply chain threats.

C.4.6.2.1  Classified Cyber Security

The Contractor shall:

- Appoint a classified Information Systems Security Manager (ISSM) and subordinate Classified Information Systems Security Officer (ISSO) to conduct the classified cyber security program for the Hanford Site.
- Identify computers used by the OHCs, and their subcontractors, that process classified information and implement a Hanford Site-wide program, including administrative procedures and hardware/software security measures, to ensure that classified computers used to process classified information can protect that information against loss, improper use, compromise, or unauthorized alteration or modification, of classified information as required by DOE directives.
• Ensure that computers used for classified processing are properly certified and accredited, in accordance with DOE directives and DOE Supplemental direction.

• Implement hardware operational changes within six (6) months or earlier of formal DOE classified hardware specifications changes.

• Maintain approved Classified Information Systems Security Plans (SSP) for each classified information system with record copies held by classified ISSOs.

• Implement a classified computer security training program and assure training is completed for users of classified computer systems.

• Coordinate with the DOE Authorizing Official’s Designated Representative as required to facilitate classified computer systems security issues and incident reporting.

• Ensure that not more than one percent (1%) of detected cyber security incidents are caused by improperly configured access controls or physical security failures.

• Provide DOE with a monthly Cyber Incident Report that includes both classified and unclassified security incidents, within 14 calendar days of the following month.

• Provide DOE with a NSS quarterly status report within 15 days after the end of the quarter. The report shall be submitted using email to the NSS Program Manager.

**C.4.6.2.2 Unclassified Cyber Security**

The Contractor shall:

• Appoint an unclassified ISSM and subordinate unclassified ISSOs to conduct the unclassified cyber security program for the Hanford Site.

• Implement a centralized Hanford unclassified computer security program establishing the Hanford policies and practices for Government-owned unclassified cyber resources. This Program is subject to review by the Governance Advisory Board and approval by the CO. Program elements will be documented in a Hanford Information SSP.

• Have formal procedures addressing each control family.

• Ensure that, at any given point in time, at least 99 percent (99%) of the computer system security configuration settings are set to authorized values (e.g., control CM-6 in National Institute of Standards and Technology [NIST] Special Publication [SP] 800-53, *Security and Privacy Controls for Federal Information Systems and Organizations*).

• Maintain current risk assessment documentation associated with every system used by the Contractor. The Hanford SSP, risk assessment documentation, and NIST SP 800-26, *Security Self-Assessment Guide for Information Technology Systems*, self-assessments will be entered into the Risk Assessment Management System, a secure internet application maintained by EM.

• Provide DOE a NIST SP 800-26, *Security Self-Assessment Guide for Information Technology Systems*, self-assessment on an annual basis.

• Provide DOE a Report of the Annual Test of the COOP.
• Provide a certification package as defined in DOE directives and NIST requirements at least every three (3) years or as required due to change in conditions.

C.4.6.2.3 Telecommunications

The Contractor shall:

• Integrate the Communications Security (COMSEC), Protected Distribution System, and TEMPEST/Transmission Security programs of Telecommunications Security for OHCs, and shall generate or approve policies and procedures implementing these programs for the Hanford Site based on provisions of applicable DOE requirements. In general the Contractor shall:
  – Appoint a COMSEC Control officer, COMSEC custodian and alternates, TEMPEST/Transmission Security coordinator, and operate the Secure Communications Center in accordance with Contractor-approved standard operating procedures.
  – At a minimum, oversee the use of cryptographic equipment; ensure adequate protection of keying material; maintain appropriate accountability of COMSEC material; and install and operate appropriate communications hardware/software to provide protection to Hanford Site cyber systems.
  – Conduct a Transmitter Review (for transmitting devices near classified information systems) on an annual basis.

Boundaries, Constraints, and Interfaces

Boundaries and Constraints:

• Systems used by several DOE Hanford contractors and PNNL are operated independently of the HLAN, but maintain connections to the HLAN. The Contractor shall treat independent area networks (e.g., PNNL, WTP) as “untrusted” entities for purposes of firewall configuration.

Interfaces: None.

C.4.6.3 Information Technology Infrastructure

Background

The Contractor shall provide reliable and secure computing, telecommunications, and network services for the Hanford site. The Contractor’s systems shall be compatible with the systems utilized by DOE. As outlined in the Strategic Planning sections, the Contractor shall develop and continue to support the development and implementation of a comprehensive future vision/end-state for communication and IT infrastructure optimization and consolidation plan(s) consistent with mission activities on the Site.

Key Customers

• DOE
• OHCs

General Scope and Outcome

The Contractor shall operate the Hanford Site networks and provide design authority and configuration control for the network environments, as well as project management, evaluation, design, system integration, consulting, implementation, and support to the core services.
C.4.6.3.1 Network Administration

The Contractor shall:

- Provide network administration services, including systems engineering support for production, test, and development of distributed system environments, as well as maintenance and administrative support for distributed platform operating systems, supporting subsystems, and commercial off-the-shelf infrastructure support software utilities. Network administration provides systems management functions, including management of the availability, capacity, and configuration of distributed computing resources and support and maintain existing shared and dedicated file server resources, to include specification of systems required to meet customer application customer requirements.

- Perform activities required to support the daily operations of the data centers, copper, fiber, and wireless networks, technical systems support, resource management, fileserver data backup, and recovery processes.

C.4.6.3.2 Engineering and Configuration

The Contractor shall provide test, evaluation, and configuration services for infrastructure, new technology, and desktop hardware and software components, including standard and non-standard hardware and software.

C.4.6.3.3 Network Operations Center

The Hanford Network Operations & Security Center (NOC) serves as the focal point for managing network and server problems detected via automated tools or reported by customers. The NOC monitors distributed and centralized production platforms and site applications. The NOC is the point of contact for notification of inbound and outbound service interruption.

The Contractor shall provide the following NOC services:

- Network and Systems Monitoring.
- Site-wide Support.
- After-hours Customer Support.
- Tier 1 cyber event monitoring, notification, and escalation.
- Technical support personnel to track problem events, provide level-one troubleshooting for network alerts, and escalate situations to appropriate parties, as necessary.
- Monitoring of platforms for availability on the network, as well as the functionality of critical Site-wide application services, to include monitoring of workload and event management functions of Hanford Site applications.
- Problem event notification and service coordination as required for radio, pager, radio fire alarm reporter, Emergency 9-1-1 Service for Hanford Patrol, audio/visual teleconference facilities, and the EOC/EOC Shift Office.

The NOC may be called upon to provide after-hours end-user help desk functions. The help desk functions shall include:
• User network logon assistance, to include password resets, assistance with remote access, and other issues pertaining to gaining access to network resources.

• User problem logging and ticket generation.

• Service request logging and ticket generation.

• Appropriate escalation of user problems.

C.4.6.3.4 Network Management and Maintenance

The Contractor shall:

• Provide project planning, management, and implementation services for IT infrastructure investment projects. Selection of investment projects shall be based on knowledge of the IT infrastructure, requirements of the Hanford user community, and the Contractor’s ability to meet customer performance commitments, subject to review by the Governance Board and approval by the CO.

• Provide network engineering, analysis, planning, consulting, integration, and support to ensure maximum availability of network infrastructure and resources, including on-call network engineering support during off hours.

The Contractor shall perform the following services:

• System design authority for administering standards support and jurisdictional controls;

• Engineering support for existing network infrastructure system changes required to ensure optimum performance;

• Quality acceptance and QC/inspection of existing configurations;

• Systems integration;

• Configuration Management and planning;

• Network configuration control and documentation;

• Network architecture and design;

• Internet protocol name/address mapping and supporting systems;

• Management of network facilities, including heating, ventilation, cooling, and power;

• Administration and technical support for network systems, including the internet connection, bridges, routers, concentrators, switches, and gateways;

• Evaluate monthly and report quarterly on the service levels provided to its customers; and

• Provide maintenance for the network infrastructure, which includes Hanford Site transmission systems, inside-building cabling systems, bridges, routers, gateways, concentrators, file servers, and switches.

• Provide for the capability to monitor network services for faults and service interruptions of the backbone switches and devices directly connected to the switches.
C.4.6.3.5 Industrial Control Systems/Supervisory Control and Data Acquisition

Infrastructure Systems brought to the Contract by the Contractor shall be compatible with the systems utilized by DOE.

For ICS/SCADA systems the Contractor shall:

• Comprehensively identify its ICS/SCADA and feed this information into the BIA process conducted by DOE or DOE integration agents.

• Extend and integrate IT practices, programs, procedures, and requirements (engineering, configuration management, governance, architecture, and cyber security) to its ICS/SCADA.

Specialized cyber engineering services are available through Section J Attachment entitled, Hanford Site Services and Interface Requirements Matrix.

Boundaries, Constraints, and Interfaces: None.

C.4.6.4 End-User Computing Services

Background

End-user Computing Services are the information management and technology services focused most directly on the interaction with the end-user. This term refers to the technologies used to deploy, manage, and secure the devices, applications, and data that workers require to perform their jobs.

Key Customers

• DOE

• OHCs

General Scope and Outcome

End-user Computing Services are the services and activities required to provide and support the Site’s desktop, mobile computing, and collaboration infrastructure. The desired outcome is a well-managed end-user computing environment comparable to modern and efficient commercial organizations.

Detailed Scope and Requirements

The Contractor shall provide and support the Hanford Site standard approved end-user infrastructure environment that includes:

• Desktop computing hardware devices and associated Operating System (OS) software;

• Laptop/notebook/tablet computing hardware devices and associated OS software;

• Thin- or zero-client computing hardware devices;

• Mobile computing hardware devices and associated OS software (e.g., smartphones, PDAs, hand-held devices);

• Business productivity software and client computing applications that are part of the standard approved computing device image(s);

• Locally-attached peripheral devices (exclusive of consumables);

• Video Teleconference (VTC) systems;
• Network-attached printers, scanners, multi-functional devices (printer/scanner/fax) and copiers that are attached to the local area network;

• With consideration for the federal Category Management mandates for IT acquisition, maintain the Hanford Site standard for computing hardware;

• Providing administration for user accounts;

• Providing mobile device management for Government issued devices as well as the Site’s secure Bring-Your-Own-Device program;

• Providing email administration and support, including wireless email. At a minimum, services shall include adding/modifying/deleting email accounts, updating email directories, and troubleshooting. Email services will include support for encrypted email (currently Entrust), compatible with systems used throughout DOE.

• Develop and implement plans, subject to approval by the CO, to migrate from on premise to commodity (federal or commercial) hosted services for email, hosted desktop, collaboration, and VTC.

C.4.6.4.1 Software Distribution and License Management
The Contractor shall:

• Provide and manage licenses for software (licensed under DOE), including the support of the software distribution and metering service, and maintenance of a list of current software licenses, license agreements, and vendor information (VI) as record material. Contractor-provided licenses shall be the same type as currently provided, unless otherwise mutually agreed upon (e.g., perpetual, subscription).

• Provide distribution and deployment for additional software applications through user pull technology and system push technology, such as Adobe Writer or MS Project.

• Maintain, as a component of the enterprise architecture, lists of current supported software, including network infrastructure and servers.

C.4.6.4.2 Hardware Maintenance
The Contractor shall:

• Provide repair and maintenance services for end-user computing devices and related peripherals, (e.g., monitors, printers).

• Maintain appropriate relationships with standard product vendors, such that labor and materials costs for in-warranty repairs are recovered to the extent practicable.

• Provide materials (parts) for out-of-warranty items on a non-standard basis.

• Maintain, as a component of the enterprise architecture, lists of current supported hardware, including network infrastructure and servers.
C.4.6.4.3 Workstation Acquisition, Redeployment, and Retirement

The Contractor shall:

- Provide the following redeployment, acquisition, and retirement services for computer systems and related equipment:
  - Accept, catalog, store and redeploy underutilized equipment that meets minimum Hanford Site standards.
  - Accept and retire equipment that does not meet minimum Hanford Site standards. The retirement process includes data removal and excess of equipment through established procedures.

- Provide publicly accessible transparency reports on the disposition of Government assets.

- With consideration for the federal Category Management mandates for IT acquisition, assist users with procurements of desktop computer systems and related equipment, and review procurement requests for compliance with the established standards.

- Provide computer delivery and set-up. Maintain an average install completion time for delivery and setup of a computer within five (5) business days from time of receipt of request, with no installs/setups taking longer than eight (8) business days, except under exigent circumstances. An installation shall be considered complete when it is operational in the user’s location.

This work scope excludes equipment and activities reasonably managed by the end-user. Examples include, but are not limited to, connecting and disconnecting peripherals and phones, and reorganizing the layout of end-user computing equipment within the workspace.

Boundaries, Constraints, and Interfaces: None.

C.4.6.5 Communications

Background

Hanford Site communications services are currently utilized by most of the OHCs. Those that utilize their own switch, utilize the Hanford Site fiber network. The Hanford Site Telephone Exchange activities encompass voice (primarily Voice over Internet Protocol [VoIP]), data, special circuits, 9-1-1 support, and attendant/operator services to Hanford Site programs, projects, and support organizations. The system includes transport (backbone) systems, switching equipment, outside cable plant, inside cable plant, distribution frames, subscriber station equipment, attendant workstations, ancillary equipment, and interfaces to private and public networks. The communications services function also includes emergency and commercial radio and pager services, including spectrum management, which is the process of regulating the use of radio frequencies to promote efficient use and gain a net social benefit. The DOE Spectrum Working Group (SWG) is a group of DOE headquarters and field representatives throughout DOE that manages and collaborates on DOE utilization of spectrum, licensing, and other related activities under the leadership of DOE.

Key Customers

- DOE
- OHCs

General Scope and Outcome
The Contractor shall provide telephone, radio, and pager services for the Hanford Site. The desired outcome is reliable telephone, radio, and pager services that provide best value to the Government.

**C.4.6.5.1 Emergency & Commercial Radio**

The Contractor shall:

- Provide engineering, maintenance and operations of radio communication services, including two-way, fire dispatch, safety and EP, security systems, and infrastructure.
- Manage radio spectrum licensing and design, engineering integration, operations and maintenance, installation, upgrade and required system calibration services, and registration of radio frequencies with the National Telecommunications and Information Administration.
- Coordinate with the SWG as necessary.
- Provide, or provide for, repairs, replacements and upgrades of radios and radio equipment.

**C.4.6.5.2 Pager Services**

The Contractor shall:

- Provide maintenance, operations and account administration of the Government-owned Hanford Site pager infrastructure and commercial pager services, including Site, regional and national paging services.
- Provide system designs, integration, maintenance, frequency management, associated engineering services, and support to manage regional, international, and nonstandard inventory for pager replacement parts.
- Provide, or provide for, repairs, replacements and upgrades of pagers and paging equipment.

**C.4.6.5.3 Telephone**

The Contractor shall:

- Provide and maintain telecommunications capability and capacity sufficient to meet the needs of the Hanford Site, encompassing those systems required to maintain data transmissions, including local, state, national, and international subscribers; data and network circuits; off-premise stations; telephone service to offsite offices occupied by Hanford Site end-users; alerting and crash alarm systems; and other miscellaneous voice and data circuits.
- Provide or otherwise obtain telecommunications for (additional) off-premise main station lines and trunks.
- Ensure that performance of maintenance, operation, construction, installations, equipment moves, or other work that will interrupt or adversely affect a significant portion or essential function of the system is scheduled outside of the Site’s normal working hours. The Contractor shall minimize the duration of such interruptions.
- Provide, or provide for, repairs, replacements and upgrades of telephones and telephone equipment.
- Provide a fully qualified individual for on-call support outside of normal working hours for dispatch to major trouble areas.
• Be responsible for contacts and coordination with the local tariff and non-tariff telephone companies
to include service and maintenance activities associated with the Federal Telecommunications System
access lines, use of current Network Numbering Exchange codes, and central office trunks.
• Develop and implement a plan, subject to approval by the CO, to migrate from on-premise to
commodity (federal or commercial) hosted VoIP services.

**Boundaries, Constraints, and Interfaces:** None.

### C.4.6.6 Mission Information Technology

#### C.4.6.6.1 Information Systems and Application Hosting Services

The Contractor shall manage and perform steady-state operations, maintenance, development and
enhancements for Hanford Site data systems, supporting both project and business functions.
This includes database management, infrastructure maintenance, and application hosting services.
The Contractor shall provide or manage Application Hosting Services to include:

- Existing shared and dedicated fileservers hosting user applications, including servers supporting
application development, test, and production environments, group share areas, and specialized
shared web and database servers.
- Platform operating systems-level database administration, consultation, and technical expertise for the
development, construction, and maintenance of relational databases required for the functionality of
end user applications. Services provided shall consist of technical expertise and sustaining support for
the installation, upgrade, backup and recovery, performance tuning, and monitoring of database
applications.
- Develop and implement a plan, subject to approval by the CO, to identify and migrate systems
containing no FOIA-exempt information to publicly accessible hosting at a rate of 25 percent (25%)
of the identified systems per year.
- Develop and implement a plan, subject to approval by the CO, to identify and eliminate duplicative
and unnecessarily redundant systems, at a rate of 25 percent (25%) of the identified systems per year.
- Identification of DOE contractual, regulatory, or other inefficiencies.

#### C.4.6.6.2 Commodity Information Technology

To achieve the Government’s goals, the following objectives are sought through this acquisition:

- Achieve uniform prices and measurable total cost savings while maintaining or improving current
service capability levels;
- Obtain significant reporting and transactional data to enable DOE to better manage spending for IT
products and services;
- Ensure regulatory compliance in the acquisition of IT products and services to include; sustainable
purchase requirements, and the Trade Agreements Act;
- Align purchasing with existing agency business practices; and
- Improve ordering process for IT commodities.

The overall goal is to allow the Government a fast and effective way to order IT commodities at sharply
discounted prices with prompt, cost-effective delivery and effective customer service, while capturing
economies of scale, ensuring compliance with applicable regulations, fostering markets for sustainable
technologies and environmentally preferable products, and simplifying data collection.

- The Contractor shall integrate and manage commodity IT products and services (acquired and
  provided by the Government as Government Furnished Equipment and Services for the Hanford Site
  including, but not limited to:

  - Email and wireless email;
  - Mobile Device Management;
  - End-user hardware logistics, management, and maintenance;
  - Telephone;
  - VTC;
  - End-user devices/services (e.g., desktops, thin- or zero-clients, laptops, tablets, phones, printers);
  - Desktop (e.g., operating system; Desktop as a Service);
  - Internet access;
  - Convenience copiers and reprographics;
  - Help desk;
  - Pagers;
  - Radios;
  - Device disposition (e.g., sanitizing, shredding, recycling);
  - Software development;
  - Photo/video/multi-media services; and
  - Aerial surveys and photography.

C.4.6.6.3 Help Desk Services

The Help Desk/User Services scope provides customers with technical support services, including
desk-side software support, user account administration and support. The central help desk shall update
and administer the network Hanford User Help website, provide input to the subcontractor configuration
control processes, and monitor customer satisfaction surveys. Service-affecting events related to the
network and the key/critical and key/essential applications will be documented within 10 minutes of
discovery on a website accessible to users (remote users inclusive). An update to the recovery status
should be posted no less than in 60 minute intervals. The eventual closure of the event will also be
documented within 15 minutes of final restoration.

The Contractor shall provide:

- Central help desk support for users of computing and telecommunications services, accessible via
  phone and web that provides timely resolution and tracking of issues.
- Continuous end-user field support, including desktop computer support focused on software and
  network problems.
- Support for non-standard software and specialized projects, such as specialized training or business
  consulting as defined by Hanford Site customer requirements.
- Users with one telephone number to call for support, as well as a web ticketing capability for users to
  enter support requests; provide diagnosis and resolution for customer desktop problems, including
  resolution of more complex, technical software problems.
- Requests that cannot be handled over the phone shall be escalated to the appropriate teams in the field or to appropriate service providers for resolution.

- Desk-side software field support for Hanford Site computing and telecommunications products when the original request cannot be resolved over the telephone. Field support includes installing software, troubleshooting, and restoring files for network users.

- Assessment of customer satisfaction routinely, and include questions regarding the timeliness, accuracy, and quality of service received.

- Support during non-standard hours at a level commensurate with the request volumes anticipated during those times.

**Boundaries, Constraints, and Interfaces:** None.

### C.4.6.7 Records Management

#### Background

Records Management is a key component of documenting Hanford’s legacy, compliance, cleanup progress, and decisions. It is essential the Contractor maintain and manage records to ensure adequate and proper documentation of work accomplishments and to document DOE stewardship of federal responsibilities and funds. The scope includes developing a strategy for life cycle management of records, including inventory and schedule management, vital records, restoration, preservation for litigation actions, major collection management, and long-term records storage.

#### Key Customers

- DOE
- OHCs

#### General Scope and Outcome

The Contractor shall provide information inventory and schedule services for records, including those documenting the missions, programs, projects, and administrative functions. The records inventoried and scheduled include records in media, including electronic systems, databases, spreadsheets, microform, photo, hard copy paper, and other formats/media. The Contractor shall provide imaging services (including scanning and indexing) to facilitate the migration to electronic records. The Contractor shall provide long-term physical storage for hard copy paper and other hard copy media records in accordance with National Archives and Records Administration (NARA) requirements and DOE directives, and maintain information systems to manage that collection.

The desired outcome is the proper management of DOE records and the prompt disposition of inactive records; ensuring ready and accurate access to records while increasing efficiency and productivity of the service, low-cost storage of inactive records that are accessed easily, accurately, and when needed by the customer; and assurance that major records collections are identified, indexed and authenticated, and easily accessible by users.

### C.4.6.7.1 Hanford Site Administrative Records and Information Repositories

The Contractor shall establish, manage, and maintain integrated Hanford Site Administrative Records (AR) and Public Information Repositories (PIR) that meet applicable requirements of the NEPA, Tri-Party Agreement (TPA) (e.g., *Comprehensive Environmental Response, Compensation, and Liability*)
Act of 1980 [CERCLA], RCRA, the Administrative Procedure Act of 1946, and other legal and regulatory requirements applicable to Hanford’s environmental remediation and permitting programs.

In collaboration with OHCs, the Contractor shall:

- Establish and maintain procedures for management/administration of the Hanford Site AR.
- Establish and maintain a document review process to screen documents to be included in the Hanford Site AR.
- Index, manage, retrieve and make available to the public, Hanford Site AR records and data.
- Maintain PIRs.
- Establish and maintain procedures for CUI review and CUI accessibility of AR documents.

### C.4.6.7.2 Quality Assurance Records

In addition to the QA records requirements specified in Section H clause entitled, Quality Assurance Requirements for Work Performed by the U.S. Department of Energy Office of Environmental Management, the Contractor shall manage records (regardless of media) generated/received in the performance of the Contract, in accordance with applicable USC, CFR, laws, regulations, DOE directives and local supplemental guidance.

A Records Management Plan shall be developed and submitted to DOE for approval within sixty (60) days of the NTP, and updated thereafter when changes occur. Included in the Records Management Plan, the Contractor shall develop and implement a Records Disposition Plan, which shall include processing records to storage (e.g., onsite, Federal Records Center [FRC]) and the destruction process for records and information content. The Contractor shall disposition records in accordance with the NARA-approved DOE Records Disposition Schedules and applicable federal laws and regulations. Disposition activities include scanning to electronic media (permanent to NARA), transferring of paper records to an FRC, maintaining electronically in an Integrated Document Management System (IDMS), and/or destroying once retention has been met and proper approvals obtained.

1. Ensure proper DOE Records Disposition Schedule assigned, box, index, complete transfer paperwork, and obtain DOE approval prior to sending transfer paperwork and/or shipping inactive temporary records to a FRC and/or permanent records to the NARA.

2. Complete destruction certificate and submit to DOE for review and appropriate approvals prior to destruction.

The Contractor shall develop an Image Quality Statistical Sampling Plan that is based on industry standards (see Section J, Attachment entitled, Requirements Sources and Implementing Documents), and submit to DOE for approval within 60 days after NTP.

The Contractor shall ensure records identified as QA records under Quality Assurance Requirements for Nuclear Facility Applications (NQA-1 and Section J, Attachment entitled, Contract Deliverables) are:

- Categorized (lifetime/non-permanent); and
- Maintained for traceability to the applicable item, activity or facility.

The Contractor shall maintain and preserve records for final turnover to DOE, including the historical records collection (regardless of media) for activities performed under the DOE contract and stored onsite, at the Contractors facilities or offices, and at the FRC and records deemed by the Contractor to be
proprietary records (regardless of media) including the software associated with the records used by the Contractor in the fulfillment of contract requirements. The Contractor shall be responsible for receipt of records, schedule verification/validation or scheduling of records, importing into the IDMS, storage/preservation, indexing, retrieval, copying, and final turnover to DOE.

**C.4.6.7.3 Hanford Radiological Records Program**

**Background**

The Hanford Radiological Records Program (HRRP) provides for the management and preservation of current and former radiation monitoring records for DOE (and predecessor agencies) employees, Hanford contractors, subcontractors, and visitors, including records of existing and past Hanford Site radiation dosimetry policies and practices, to demonstrate compliance with radiation exposure requirements of applicable DOE regulations and directives.

**General Scope and Outcome**

The HRRP shall be designed and implemented based on the types and quantities of records and data generated by Radiological Site Services (RSS) programs, and the expressed types and quantities of associated records and data required by key customers, including managing the existing records and databases associated with past Hanford Site occupational and area radiation monitoring programs. The HRRP shall be managed in a fully integrated manner with other RSS programs.

The desired outcome of the HRRP is a records and data management system(s) that provides demonstrated compliance with the records and data retention requirements of key customers, and provides retrievable, technically sound, defensible records and data for determining the adequacy of current and former Site radiological control programs in protecting the health and safety of workers, the public, and the environment.

**Detailed Scope and Requirements**

The Contractor shall:

- Provide the staffing and personnel required to perform HRRP services, including records and data processing, data validation, issuance of required reports, and maintenance of historical records and data, including maintenance of software and instrumentation associated with the HRRP services.

- Design and maintain necessary data interfaces to allow for electronic transfer of data from RSS programs and/or customers to the maximum extent practicable.

- Perform validation of data entry for both electronic data transfer and manual data entry, including corrective actions necessary as a result of such data validation.

- Generate and issue reports required by customers, including required termination, annual worker exposure, and visitor exposure reports.

- Maintain reproducible, retrievable radiation records for current and former Hanford Site workers.

- Provide representation to the Hanford Radiation Exposure System Users’ Group and necessary logistical and administrative support for the Users’ Group.

- Provide records support for litigation or workers’ compensation hearings, Privacy Act of 1974 or Freedom of Information Act (FOIA) requests, Energy Employees Occupational Illness Compensation
Program Act of 2000 (EEOICPA), and DOE-approved requests for data in support of epidemiological or research organizations.

- Develop and maintain a system to capture and retain records of existing and past Hanford Site radiation dosimetry policies and practices.
- Establish an HRRP point-of-contact as the primary focus for routine services requests or information. Special requests requiring a commitment of additional resources shall be approved by DOE prior to fulfilling the request.
- Interface with customers to determine specific customer service needs and requirements, to facilitate necessary data transfer, to provide requested technical support, and to provide required reports.

C.4.6.7.4 Electronic Records Management System

The only certified electronic records management system on the site is the IDMS, based on the OpenText Content Server product.

IDMS shall be used as the repository for internal electronic records, unless or until a replacement system is implemented.

The Contractor shall develop and implement a plan, subject to approval by the CO, to:

- Establish an externally accessible, publicly readable, certified electronic records management system; and
- Migrate existing electronic records with no FOIA exemptions to the external system.

C.4.6.7.5 Inventory and Schedule Management

The Inventory and Schedule Management scope of work provides the service processes for records under the scope of this Contract and for designated contractors. This work addresses records (and non-records) originated or held by covered contractors and includes records in media, including electronic systems, databases, spreadsheets, microform, photo/negatives, hard copy paper, and other formats and media. Content (records) management/inventorying and scheduling requirements are in various DOE directives and NARA regulations.

The Contractor shall:

- Provide life cycle management for records, regardless of media.
- Implement record identification and capture as records are created in business and program/project processes.
- Develop, implement, or use standard methodology to determine the value of the records in various formats.
- Participate in the development of records retention schedules, working on Government-wide, DOE-wide, Hanford Site-wide, or Contract-specific initiatives for records schedule improvements.
- Manage the Records Inventory and Disposition Schedule (RIDS) database and manage the update process. The Contractor shall maintain detailed inventories of records holdings, including records contained in information systems or other electronic formats. The inventory shall address how the records are maintained, where they are stored, and document the records’ authenticity/integrity.
• Conduct assessments of Records Management to ensure that programs are properly documented and are in compliance with NARA requirements, records schedules are consistently applied, and that storage meets required standards.

• Report to DOE on the ongoing records inventory process to include a description of the process followed and document the strategy utilized to ensure electronic records have been identified and inventoried, bi-annually or as directed by DOE.

• Ensure delivery of hard copy and electronic records to approved records repositories, using information from the RIDS database.

• Provide training and consulting needed to ensure that information retention and disposition policies and processes are interpreted and applied consistently among the OHCs.

• Coordinate records turnover between projects/contractors to facilitate various stages of projects. The Contractor shall coordinate with project managers to ensure projects have adequately addressed records needs.

• Work proactively and collaboratively with DOE-HQ, NARA, other DOE sites, and SMEs, with regards to records schedule development.

• Coordinate with onsite electronic archives, as well as NARA, to arrange for the delivery of electronic record material, as appropriate.

• Manage the Vital Records program for the Hanford Site in IDMS (OpenText Content Server).

**C.4.6.7.6 Major Collection Management**

This service is an integral function of an effective content (records) management program. Major Collection Management provides continued maintenance of significant collections of records. Examples of major collections include engineering drawings, photographs/negatives, dosimetry readings, and videotapes.

The Contractor shall:

• Ensure that records in identified collections are indexed, authenticated, metadata complete, and are accessible to those that have a business requirement.

• Continue to improve on accessibility issues (such as indexing of photos).

• Recommend to DOE when a collection of records can be dispositioned in an alternative (more effective) method.

• Provide records retrieval support and evaluate records requests to ensure that appropriate procedures are followed, such as those for security, confidentiality, and privacy.

**Controlled Document Management Services**

The Contractor shall manage controlled document release and distribution services via electronic and hard copy media for technical, and other controlled documents required by Site personnel in the conduct of their work, to ensure that holders of controlled documents continue to have access to the current version. This service provides the following document control services for Hanford documents:

• Make controlled distribution of Hanford documents by hard copy and/or electronic media for selected Hanford technical and engineering documents.
• Process and issue controlled notebooks/logbooks.
• Maintain the document tracking and application database system for controlled documents.
• Capture of receipt acknowledgements for specific distributed documents as necessary.
• Capture the record copy of controlled documents.
• Distribute recall notices to customers of controlled documents.

C.4.6.7.7 Long-Term Records Storage

The long-term records storage program provides for physical storage of many thousands of records in various hard copy media (paper, photographs, video, and tapes). Storage requirements are identified in various DOE and NARA regulations, including 36 CFR 1228, Disposition of Federal Records, Chapter XII, Subchapter B entitled, Records Management.

The Contractor shall:

• Establish and maintain a procedure to ensure records, documents, and electronically stored information are retained in accordance with litigation holds issued by DOE or OHCs. Retention may extend beyond the requirements of applicable DOE and NARA Standards.
• Provide for physical storage of inactive records generated on the Hanford Site by DOE and OHCs.
• Accept records boxes for storage and coordinate with the NARA FRC in Seattle, Washington, and/or other approved offsite records storage facilities as required.
• Manage the Records Holding Area – Management Information System, including information regarding box content, records schedule, and retention period.
• Establish and maintain Hanford Site procedures and processes for records storage.
• Effectively manage inventory and FRC and/or other approved offsite records storage facilities shipping strategies, to lower costs.
• Track unit cost data for content (records) management.
• Provide search and retrieval services for onsite contractor and DOE staff.
• Coordinate the retrieval of boxes located in the Seattle, Washington FRC and/or other approved offsite records storage facilities for on-site contractors and DOE. Standard retrieval shall be provided within four (4) working days. In accordance with approved procedures, urgent retrieval requests shall be provided within two (2) working days and immediate access to specifically identified information (through scanning and emailing) shall be available to Hanford Site customers.
• Manage the set of active records commonly referred to as Central Files to ensure the correct configuration-controlled engineering documents are available to support the site mission. This service performs the following services for the management of these active Hanford records:
  – Receive, store, maintain, and retire active Project Hanford-numbered documents in the central files repository
  – Provide retrieval services for legacy hard copy and microfilmed active record material, including specifications and VI, in the Central Files and VI repositories.
– Report on efforts and recommendations for making the records storage process more cost
effective, including controlling and lowering costs associated with storage and with shipping to
and receiving records from the FRC and/or other approved off-site records storage facilities.
This report shall include statistical data regarding ongoing costs and numbers of records and
retrievals being managed.

– Submit an annual inventory of the Hanford Site Vital Records.

**Boundaries, Constraints, and Interfaces**

Boundaries and Constraints:

- Participation on schedule updating must include input, recommendations, and buy-in from the
  record originator.

- The physical limitations of the current onsite records storage facility (24,000 cubic feet) restrict the
  volume of records that can be maintained onsite.

- Classified boxes must be retained on site. There is a prohibition against shipping classified boxes to
  the Seattle, Washington FRC and/or other approved offsite records storage facilities.

Interfaces: FRC and/or other approved off-site records storage facilities, and other Federal agencies.
Searches for documents in discovery or as a result of litigation or investigation often result in
coordination or consultation with staff in DOE-HQ, U.S. Department of Justice, to ensure that appropriate
search methodology is followed or to discuss search results. Extensive coordination with different
Hanford and offsite organizations is required, including:

- Records Holding Area staff and the NARA FRC to arrange for shipments to/from the FRC and/or
  other approved offsite records storage facilities.

- Records Holding Area staff and Hanford Patrol to ensure adequate security are in place during
  shipments.

- Records Holding Area staff and the transportation contractor to ensure timely receipt of shipped
  boxes.

- Records Holding Area staff and onsite movers to ensure timely delivery of boxes to/from the Records
  Holding Area.

**C.4.6.8 Correspondence Control**

**Background**

The Correspondence Control function provides for management of correspondence for DOE.
Correspondence is received from and sent to a wide range of sources, both internal and external to the
Hanford Site, including Site contractors, regulators, DOE-HQ, other federal, state, and local agencies or
organizations, stakeholders, media, and private citizens.

**Key Customers**

- DOE
- OHCs
General Scope and Outcome

The Contractor shall provide correspondence management for DOE, which consists of opening, scanning, and electronically distributing mail (using DOE-provided distribution matrices). The Contractor shall additionally assign and track commitments using the designated electronic system for incoming and outgoing correspondence.

Correspondence is managed in both hard copy/paper and electronic formats. The Contractor shall continue to transition to electronic images as the record copy; however, there will be an ongoing requirement to manage some correspondence in paper format.

The Contractor shall open and date-stamp incoming mail addressed to federal employees. Items that are not time-sensitive or strictly business-related, such as training announcements released to a wide distribution, publications, supply catalogs, extra copies of distributions, shall be placed directly into the organization mailbox without further processing.

The Contractor shall provide backup support for the receptionists supporting DOE facilities at 2420 and 2430 Stevens Center Place.

The desired outcome is a Correspondence Control function that provides a highly reliable correspondence management process and electronic system that enables administration of correspondence in a timely and efficient manner.

Detailed Scope and Requirements

For incoming correspondence that is to be processed, the Contractor shall:

- Determine the federal individual responsible for the correspondence (i.e., actionee) in accordance with DOE-provided direction.
- Appropriately mark and distribute the correspondence in accordance with approved procedures and utilizing designated electronic systems.
- Process incoming correspondence and ensure that distribution is made to recipients/actionees within 10 working hours of receipt. The time of receipt shall be the time correspondence is received from the mail personnel.
- Maintain the current records schedule for correspondence in accordance with DOE-provided direction.
- Update and maintain the DOE Correspondence Subject Matrix for distribution of incoming correspondence.
- Provide DOE with a written process, including procedures, for ensuring correct records schedule information is assigned to correspondence. Upon receipt and scanning of correspondence into an automated records system, the correspondence shall be readily identified and retrievable by records schedule.
- Manage hard copy paper records of incoming or outgoing correspondence that cannot be electronically managed or archived.
- Coordinate with the receptionist at 2420 Stevens Center Place to deliver and hold incoming mail for building tenants.
For outgoing correspondence, the Contractor shall:

- Scan and index the correspondence prior to mailing.
- Perform internal distributions (to DOE) electronically, unless specific limitations are in place.
- Mail outgoing correspondence to recipients in the specified manner, including the DOE “pouch” for mail directed to DOE-HQ recipients.
- Process and distribute outgoing correspondence within 10-hours of receipt. Distribution shall be considered complete when placed in the outgoing mailbox (for pickup by the onsite mail contractor staff), or when transmitted electronically to onsite staff recipients.
- With minor exceptions, file and maintain incoming and outgoing correspondence. As appropriate, retire the records to long-term storage and provide a document-level inventory of the documents retired for easy retrievability.
- The Contractor shall provide a monthly Correspondence Processing report that includes the timeliness and volume of correspondence processed.
- Coordinate with the receptionist at 2420 Stevens Center Place to collect outgoing mail for tenants of that facility.
- Until such time as the Contractor proposes and DOE approves system changes, use the current records management application (IDMS), software scanning hardware/software/technical, and the same indexing standards, to ensure data consistency and integrity.

**Boundaries, Constraints, and Interfaces:** None.

**C.4.6.9 Multi-Media Services**

**Background**

This function provides for the development, production, or acquisition of photos, videotapes, movies, audio productions, and other similar types of media.

**Key Customers**

- DOE
- OHCs

**General Scope and Outcome**

The multi-media organization shall be a centralized resource for the Hanford Site. The Contractor shall establish the standards and written procedures that will be used by OHCs and DOE to obtain photographs and videos. The standards/procedures shall direct that photos and videos, taken or acquired, be indexed, and the images/photos merged into a Hanford Site archive or clearinghouse.

The desired outcome is a reliable and cost-effective Multi-Media Services function where photos, videotapes, and other electronic media are correctly indexed (metadata applied), and that photos/videos taken or acquired are made available to others in the Hanford/DOE complex without significant duplication of effort.
Detailed Scope and Requirements

The Contractor shall:

- Create one or more standards and procedures, to be used by the OHCs (and the Contractor), that establish safeguards to ensure that photos and videos are appropriately indexed, managed, and in a central repository (potentially a “virtual” central repository) where the Contractor has control. Metadata standards for electronic media shall be established at a level that allows for easy and accurate retrievability.
- Perform a biennial (every two [2] years) self-assessment that demonstrates the relative success of efforts to collect, index and manage relevant photographic images in the central repository.
- Input project-related video tapes, movies, audio productions, and other similar types of media as a user-based service.

Boundaries, Constraints, and Interfaces: None.

C.4.6.10 Site Forms Management

Background

Forms Management operates within a set of federal requirements, such as regulations on information collection, Privacy Act of 1974, and E-gov.

Key Customers

- DOE
- OHCs

General Scope and Outcome

The Contractor shall provide a centralized and configuration-controlled forms management program. The desired outcome of the Site Forms Management function is a compliant, cost-effective customer service-oriented function that applies configuration control, results in consistent design, where appropriate, and maximizes the use of electronic forms in gathering of electronic record information to electronic records systems.

Detailed Scope and Requirements

The Contractor shall:

- Administer the Hanford Site Forms Management system and process, and design electronic forms, as well as conventional hard copy forms, for interactive use.
- Develop/design/revise/approve electronic and hard copy forms, eliminate obsolete or duplicate forms, maintain site forms historical records, and maintain the system for centralized CM of Site electronic and conventional hard copy forms.
- Ensure collections of information that are to be gathered meet federal requirements (e.g., regulations on information collection, Privacy Act of 1974, and E-gov).
- Ensure consistently designed forms, utilizing automation as appropriate.
- Use existing software, pending an evaluation to determine cost-effective alternatives.
Monitor program costs for identification of cost efficiencies; costs shall be measured and reported annually.

Maintain the automated audit system for Site forms.

**Boundaries, Constraints, and Interfaces:** None.

### C.4.7 Business Services

#### C.4.7.1 Personal Property and Materials Management Program

**Background**

The Personal Property and Materials Management Program is an over-arching program, conducted in accordance with established DOE directives and other regulations and laws. The Program includes the establishment of Site-wide processes and procedures for centralized personal property management functions, such as recycling of precious metals and processing equipment that is no longer needed, through the excess property system. Tracking DOE-owned, Contractor-managed property (Site-wide) is accomplished by means of decentralized data entry into the primary property management Site-wide database (Sunflower Asset Management System [SAMS]). The Program also manages the centralized storage and staging of equipment and inventory through the use of various onsite warehouses.

**Key Customers**

- DOE
- OHCs

**General Scope and Outcome**

The Contractor shall provide a Site-wide Personal Property and Materials Management Program that provides for efficient tracking of accountable personal property Site-wide, management of the primary property management Site-wide database (SAMS, including providing Site-wide property management reports) and other related systems, central recycling, excess property dispositioning, equipment transfers and loans, and maintenance of central warehouses and associated inventory.

The desired outcome of the Personal Property and Materials Management Program is a personal property management system that enables effective and efficient stewardship of personal property assets, and optimum reuse and disposal of federal personal property.

**Detailed Scope and Requirements**

The Contractor shall manage a Site-wide Personal Property Management Program, including:

- Providing a Site-wide Personal Property and Materials Management Program (Property Management System) to DOE for approval within 60 days of completion of transition.
- Taking the lead working with OHCs in establishing Site-wide policies and procedures.
- Providing to DOE a 100 percent (100%) wall-to-wall Physical Inventory Report within 70 days of completion of transition.
- Identification and marking (tagging) of property received and processed through centralized receiving docks.
• Management of the Site-wide personal property borrowing and loaning activities (domestically and abroad); loans of Government property to and from non-contractors, other DOE Sites, and/or other agencies.

• Management of the Site-wide precious metals recycling program, and providing required precious metals reports.

• Providing reports regarding stores inventory, such as turnover ratios, value of onsite inventory, and inventory accuracy report.

• Maintaining an accurate inventory through the life cycle of the contract.

• Control of sensitive items and controlled substances for which the Contractor has control (e.g., hypodermic needles, syringes and potable alcohol).

• Management of returnable containers and other items needing to be returned to manufacturers for credit.

• Facilitation of the transfer of mobile offices between Site contractors.

• Generation of required reports, to include at the minimum the following:
  – Report of Physical Inventory Results (in accordance with 41 CFR 109, Department of Energy Property Management Regulations [2016]). The frequency of physical inventories of personal property shall be as follows:
    ▪ Equipment – biennial 98 percent (98%) inventory accuracy;
    ▪ Sensitive items – annual 100 percent (100%) inventory accuracy;
    ▪ Stores inventories – annual;
    ▪ Precious metals – annual 100 percent (100%) inventory accuracy;
    ▪ HRPP – annual 100 percent (100%) inventory accuracy; and
    ▪ Other accountable property – every three (3) years 98 percent (98%) inventory accuracy.
  – The following reports shall be delivered for DOE approval as required:
    ▪ Report of Loss, Damage, Destruction, or Theft;
    ▪ Reports of Sales and Exchanges;
    ▪ Motor Vehicle Fleet Reports (FAST);
    ▪ Plans and procedures for property management business system;
    ▪ Final property reports for physically completed or terminated contracts; and
    ▪ Special Reports for Motor Vehicles.
  – The following reports shall be delivered annually to DOE:
    ▪ Property Information Database System (PIDS); and
    ▪ GSA Report of Property Furnished to Non-Federal Activities.
C.4.7.1.1 Disposition of Excess Personal Property

The Contractor shall provide for disposition of Government-owned, Contractor-managed personal property no longer required in support of the Hanford Site mission. Disposition of assets shall be accomplished through reutilization to OHCs, DOE, and federal and state agencies; sale or other transfer; and recycling. Excess materials and equipment received from OHCs shall be processed through the disposition program.

The Contractor shall:

- Manage planning, coordination, asset isolation, cleanup, preparation for removal, transfer, and other activities required to complete the transfer of targeted assets.
- Process scrap metal, paper, wood, and recyclable materials through vendors qualified to accept the materials.
- Ensure revenue received through the sale or recycle of assets is segregated and auditable by DOE, and revenue may be used to offset asset disposition operating expenses.
- Retire or dispose of Site-wide personal property using programs, such as the Personal Computer Nationalization Program, Laboratory Equipment Donation Program, and transfer of property designated for economic development purposes to the Tri-Cities Asset Reinvestment Company, LLC (TARC).
- Dispose of excess/surplus items within the timeframes specified in FAR 45 entitled, Government Property, and DOE Property Management Regulations (41 CFR 109).
- Provide to DOE a Disposal of Excess and Surplus Personal Property Report annually by November 1.
- Implement and maintain an MOA with TARC for the donation of excess property to an offsite location designated by TARC.
- Disposition classified equipment and material in accordance with the requirements of 41 CFR 109 and DOE M 470.4-4A, Information Security Manual, and DOE O 205.1B Chg. 3 entitled, DOE Cyber Security Program.
- Identify, control and disposition high-risk property as required by 41 CFR 109.
- Disposition IT as required by 41 CFR 109.
- Disposition nuclear-related or proliferation sensitive property in accordance with the requirements of 41 CFR 109 and DOE O 474.2 Chg. 2 entitled, Nuclear Material Control and Accountability.

C.4.7.1.2 Inventory Management

The Contractor shall:

- Manage the (onsite) “stores” inventory warehouses. Warehouse operations shall provide for tagging (as needed), tracking, storage and disbursement of inventory items. As required, the Contractor shall provide for delivery of inventory items to onsite locations managed by other contractors.
- Conduct a joint, with OHCs, annual inventory of the central receiving warehouse and the convenience storage warehouse.
• Provide inventory management services to maintain appropriate levels of designated supplies and emergency response-related items, to ensure the timely availability of critical items to support the Hanford Site mission.

• Manage the supply chain, and evaluate Site-wide demand, usage trends, and programmatic requirements to act as lead in the reduction of existing line item Site inventory to the lowest achievable levels.

• Establish the most cost-effective method to provide common-use and critical items, including onsite storage, just-in-time contracts, and basic ordering agreements.

• Maintain stock on hand or provide immediate access to critical items.

• Support the automated material systems required to provide customer access, accountability, and accountability storage items for the Hanford Site.

• Administer the spare parts program for the Hanford Site.

Boundaries, Constraints, and Interfaces

Boundaries and Constraints: TARC and its contractors are not allowed access to the Hanford Site for receipt of excess property.

Interfaces: Those involved in the property excess/disposition program, including colleges and universities; primary and secondary schools; federal, state, and local governments (including GSA); and TARC.

C.4.7.2 Energy Employees Occupational Illness Compensation Program Act Support

Background

The EEOICPA was enacted in October 2000. Part B of the EEOICPA, effective on July 31, 2001, compensates current or former employees (or their eligible survivors) of the DOE, its predecessor agencies, and certain of its vendors, contractors and subcontractors, who were diagnosed with a radiogenic cancer, chronic beryllium (Be) disease, Be sensitivity, or chronic silicosis, as a result of exposure to radiation, Be, or silica while employed at covered facilities. Part E of the EEOICPA (enacted October 28, 2004) compensates DOE contractor and subcontractor employees, eligible survivors of such employees, and uranium miners, millers, and ore transporters, as defined by the Radiation Exposure Compensation Act of 1990 (Section 5), for occupational illnesses that are causally linked to toxic exposures in the DOE or mining work environment.

Key Customer

• DOE

General Scope and Outcome

The Contractor shall maintain and provide documentation on current or former Hanford Site contractor employees in support of the EEOICPA, as well as provide information on project or program activities to support DOE or other agency or organization data capture efforts in support of EEOICPA. This documentation shall include personnel records of current and former employees of the current Contractor and former contractors, including, but not limited to, industrial hygiene records, dosimetry records, badging records, and information from Hanford Resources Information System.
Detailed Scope and Requirements

The Contractor shall:

1. Provide verification of employment (including a complete copy of the personnel record) for its current employees and subcontractors, upon request, within 30 days.
2. Provide other information about its current employees and subcontractors, as well as information about employees and subcontractors of former contractors in its possession, upon request, within 45 days.
3. Conduct research and records searches as requested within an agreed upon time frame.
4. Provide ad hoc reports, briefings and other information as directed by DOE.
5. Work collaboratively with OHCs who are leaving the Site to ensure the Contractor takes possession of the outgoing contractors’ personnel records that are being transferred to federal custody.
6. Provide cost reports by the 10th day of the month, segregating costs by type of request or by organization, as directed by DOE.
7. Provide an EEOICPA Point of Contact.

Boundaries, Constraints, and Interfaces

Boundaries and Constraints: Share areas to receive claim requests and to return completed claim information will be provided.

Interfaces (these interfaces shall be in coordination with DOE): Outside agencies.

C.4.7.3 Hanford Workers Engagement Center

Background

DOE has initiated multiple improvement actions and initiatives to strengthen the Hanford workers’ compensation program, support the EEOICPA, and provide greater access to information and advocacy for Hanford workers. The Hanford Workers Engagement Center (HWEC) is focused on educating, communicating, and assisting employees with compensation and other processes (EEOICPA, Former Worker Medical Screening Program) associated with employment at Hanford.

Key Customers

- DOE
- OHCs
- Hanford Site Subcontractors

Detailed Scope and Requirements

The Contractor shall:

1. Operate the HWEC, which shall be located at the HAMMER Federal Training Center. While the center will be physically located at the HAMMER campus, it will not be considered part of the HAMMER missions and functions.
2. Furnish personnel, facilities, equipment, materials and supplies required to accomplish the mission of the HWEC, except for that specifically identified as provided by the Government.
Operate the HWEC and be responsible for providing and maintaining a center with the primary customer as the Hanford Site workforce.

Operate the HWEC on a schedule consistent with the Hanford workforce, but also provide for availability on Hanford Fridays off.; affording the maximum flexibility for workers to meet with staff in person.

Provide for SME and worker involvement. Worker liaisons shall be cultivated as a resource to workers to aid in continuous communications.

In operating the HWEC, the staff/workers will provide information related but not limited to:

- State of Washington Workers’ Compensation Program;
- DOE’s Third Party Administrator for the Workers’ Compensation Program;
- Energy Employees Occupational Injury Compensation Program Act;
- Former Workers Medical Screening;
- Be Health Advocate; and
- Hanford Site Contractor points-of-contact for contractor specific programs.

Provide printed written materials (e.g., brochures, pamphlets), as well as non-printed, educational and learning materials (e.g., electronic, web-based) supporting and relative to the above mentioned programs as appropriate.

Maintain both an internal and external website with current information, as appropriate, on the above mentioned programs.

Coordinate regularly with the Ombuds for the Federal Department of Labor and the Washington State Department of Labor & Industries such that the Ombuds can address specific issues and maintain communication with the Hanford workforce.

Coordinate regularly with the Hanford Site Contractors workers’ compensation liaisons and Human Resource Departments.

Visit the Hanford Site on a regular basis to provide information and keep workers current with information on the available resources.

Conduct routine outreach to ensure current and former Hanford workers are aware and have available information on the HWEC.

In its communications with external entities, clearly indicate that it does not represent or speak on behalf of DOE or its contractors for purposes of this scope.

**Boundaries, Constraints, and Interfaces:** None.

**C.4.7.4 External Affairs**

**Background**

External Affairs includes assistance to DOE in its programs to communicate with outside entities to convey the status of and receive feedback on Hanford Site cleanup progress, plans, decisions, and issues.
Key Customer

- DOE

General Scope and Outcome

The Contractor shall support the DOE external affairs programs by providing products or services in the areas of media relations, social media, public involvement and outreach, tours, and intergovernmental affairs; and by providing information and assistance to DOE for activities related to the Privacy Act of 1974 and FOIA. The Contractor shall also provide services in the area of website evaluation, design, integration, maintenance, and operation, and shall coordinate logistics for Hanford Site tours, as requested by DOE.

The desired outcome is a wide-ranging and inclusive External Affairs/Public Relations program that provides timely responses to DOE requests for information and assistance, outreach to keep external constituencies informed about work under the contract, an effective Hanford website, and integrated and effective Site tour planning.

Detailed Scope and Requirements

The Contractor shall:

- Support DOE requests for assistance in responding to inquiries from external entities, such as news media, members of the U.S. Congress and their staffs, and stakeholder groups, and/or in preparing information for public dissemination.

- Support DOE requests for assistance in posting information to social media channels. Provide direct response to external parties if requested by DOE.

- Provide staff and resources to help DOE meet its objectives and obligations for public involvement in Hanford decision making. This includes providing staff support for interactions with citizens advisory boards inquiring about issues related to the contract scope, staff support for required public comment and outreach processes related to upcoming decision making (e.g., NEPA and CERCLA) within the contract scope, and participation in cross-contractor public meeting efforts, such as the “State of the Hanford Site” meetings.

- Identify current or upcoming issues of public interest related to the contract scope, design outreach strategies, create informational materials, and facilitate interactions. Products and interactions will be approved by DOE in advance.

- Support DOE’s management of the Hanford website by updating information to ensure accuracy and appropriateness, integrating information across contractor organizations, clearing and posting new public information, conducting periodic evaluations, providing continuous improvements and updates to the design and function, and generally ensuring the website is a useful and effective communication tool for external audiences. Web changes and postings shall be made in coordination with DOE.

- When requested by DOE, participate in meetings and briefings to update interested external parties on contract activities.

- Work with DOE to strategize, plan, arrange logistics for and conduct or support Hanford Site tours and visits to projects and facilities by external parties, as requested by DOE. Support includes
providing transportation, coordinating badge issuance, working with OHCs (as needed), and
providing speakers, handouts and refreshments, as appropriate or as requested by DOE.

- Provide support for the release of Scientific and Technical Information by producing document
  clearance packages for documents created or obtained under the contract, as a direct and integral part
  of the work, and ensure its broad availability to customer segments.

- Provide ongoing support to DOE in the preparation of communication materials, such as
  presentations, fact sheets, specialized graphics and charts, posters, current photography, and social
  media posts.

- Develop a program or programs for reaching out to the communities affected by Hanford in an effort
  to provide information, answer questions, and gain feedback. The program is subject to DOE
  approval and shall contain specific proposals for community outreach activities and a plan for
  providing contractor representatives to communicate cleanup activities under the Contract.

- Maintain proactive and substantive communication with employees, and have the ability to distribute
  general interest information related to Hanford Site activities including, but not limited to, road
  closures, siren activations, weather delays, special events, and safety information.

- Provide communication staff members to support the Hanford EOC Joint Information Center.

**Boundaries, Constraints, and Interfaces**

Boundaries and Constraints: The Contractor shall receive DOE approval prior to externally releasing
information related to the Hanford Site.

Interfaces (these interfaces shall be in coordination with DOE): Media, members of the U.S. Congress and
their staffs, community leaders, and a wide variety of stakeholders and local Governments.

**C.4.7.4.1 External Review and Support**

**Background**

External Review and Support to DOE involves providing support during audits and assessments by
entities having oversight responsibility for DOE and their contractors. These entities include:

- Defense Nuclear Facilities Safety Board (DNFSB), which is an independent federal agency
  established by the U.S. Congress in 1988. The Board’s mandate under the AEA is to provide safety
  oversight of the nuclear weapons complex operated by DOE and to ensure that activities are carried
  out in a manner that provides adequate protection for the public, workers, and the environment.

- The GAO, which advises the U.S. Congress and heads of executive agencies about ways to make
  Government more effective and responsive.

- DOE Office of Inspector General (OIG), whose mission is to help the DOE by identifying
  opportunities for cost savings and operational efficiencies.

- Other governmental and DOE oversight organizations, such as the DOE Office of Health, Safety and
  Security. This includes the DOE Office of Enforcement (OE), which is responsible for promoting
  strong safety performance by contractors through management and implementation of the DOE
  statutorily required enforcement programs, such as the Price-Anderson Amendments Act of 1988;
  10 CFR 830, Nuclear Safety Management; and 10 CFR 851 entitled, Worker Safety and Health
  Program.
Key Customer

- DOE

General Scope and Outcome

The Contractor shall support DOE in hosting staff from auditing and assessing organizations, providing required presentations, responding to information requests, and by providing required SMEs to respond to questions and information requests from the auditing and assessing organizations.

The desired outcome of the External Review and Support function is support that helps the external oversight organizations realize the Hanford Site embraces the common goal of ensuring protection of public and worker safety, and health and the environment. Essential secondary outcomes are to promote, through continuous improvement, the economy, efficiency, and effectiveness of DOE and contractor operations, and to prevent and detect fraud, waste, and abuse.

Detailed Scope and Requirements

The Contractor shall support DNFSB oversight activities by:

- Conducting activities in accordance with DOE commitments to the DNFSB, which are contained in DOE IPs and other DOE correspondence to the DNFSB.

- Supporting preparation of DOE responses to DNFSB issues and recommendations that affect Contract scope.

- Fully cooperating with the DNFSB and providing access to work areas, personnel, and information, as necessary.

- Maintaining a document process in accordance with the current DOE directives regarding interface with the DNFSB.

- Providing a wide range of support on DNFSB activities. The support requires providing information within a specified time, coordinating briefings (video-teleconferences, teleconferences, reviews, and Site visits), managing correspondence (including transmittal of information) and tracking systems for information and commitments, coordinating DNFSB and DOE staff visits, and preparing documents and presentation materials for briefings and hearings.

- Providing DNFSB Site Representative(s) support. The support requires coordinating and ensuring Site access and training requirements for facilities and area access, and coordinating Site services required for day-to-day work performance, including office space, phones, computers, and document retrieval systems.

- Obtaining approval from DOE at least five (5) days in advance before committing to completion of actions to the DNFSB.

The Contractor shall support GAO, OIG, and other governmental and DOE oversight activities by:

- Providing subject matter expertise.

- Fully cooperating with assessors and auditors, and providing access to work areas, personnel, and information.
• Providing support during audits and assessments, including delivering information within a specified time, arranging briefings, preparing presentation materials, maintaining a record of documents provided in response to requests, and making this record available to DOE, as requested.

• Interacting with OE by:
  – Fully cooperating with OE and providing access to work areas, personnel, and information, as necessary.
  – Providing a program to ensure the Contractor is operating in a manner that is in compliance with safety regulations.
  – Providing prompt identification, reporting, and correction of safety issues and non-compliances.
  – Receive prior DOE approval when relaying information regarding Hanford Site mission related activities to other outside entities.

• Providing knowledgeable single points-of-contact for each of the following:
  – DNFSB
  – OIG, GAO, and other assessing governmental and DOE oversight organizations (including OE).

**Boundaries, Constraints, and Interfaces**

Boundaries and Constraints: None.

Interfaces: DNFSB, GAO, OIG, other governmental and DOE oversight organizations.

**C.4.7.5 Courier Services**

**Background**

This function provides for courier services for the Hanford Site. Routes are driven daily for miscellaneous deliveries and calibrated equipment. The number and frequency of routes vary, depending on customer requests.

**Key Customers**

• DOE
• OHCs

**Outcome and General Scope**

The Contractor shall provide courier services for the Hanford Site, including delivery and pickup of miscellaneous items, such as calibrated instruments, medical samples, equipment to be repaired, and essential (time-sensitive, critical) documents.

The desired outcome is a safe, reliable and cost-effective courier service that meets customer needs.

**Detailed Scope and Requirements**

The Contractor shall:

• Provide transportation of priority or time-sensitive documents, medical samples or supplies (e.g., serum, blood samples, medical records), calibrated instruments, office machines to and from repair facilities, and pickup and shredding of classified documents.
As part of the continuity of services review, the Contractor shall conduct an analysis of courier services in an effort to implement improvements and/or determine whether there is a continuing need for these services.

- Evaluate options for the type of transportation needed and make recommendations regarding the frequency and timing of courier activities.

**Boundaries, Constraints, and Interfaces**

- Boundaries and Constraints: Drivers transporting classified information shall maintain an active DOE Q Access Authorization.
- Interfaces: Offsite (local) vendors (such as in the case of equipment repairs).

### C.4.7.6 Mail Services

#### Background

Mail Services for the Hanford Site includes delivery to major building/locations and relies on the serviced organization/company to further deliver mail to individuals within their respective organizations. Mail Services picks up postal mail from Pasco, Richland or West Richland Post Offices and delivers outbound Hanford mail through the U.S. Postal Service to a U.S. Postal facility. Mail management requirements are identified in 41 CFR 102-192, *Mail Management*, and U.S. Postal Services *Domestic Mail Management* and *International Mail Management*.

#### Key Customers

- DOE
- OHCs
- Other organizations (located on and off the Hanford Site) affiliated with Hanford missions

#### Outcome and General Scope

The Contractor shall provide for basic mail services, including pickup and delivery of interplant (i.e., mail that does not leave the Hanford Site) and U.S. Postal mail to customers. The work scope includes the pickup, routing and delivery of interplant mail.

The desired outcome is a timely, efficient, reliable, and safe mail pickup and delivery service that meets the customer needs on the Hanford Site.

#### Detailed Scope and Requirements

The Contractor shall provide timely, efficient, and safe mail pickup and delivery services for the Hanford Site.

The Contractor shall:

- Develop a Mail Services Security Plan that addresses security and safety concerns. The plan shall:
  - Be provided to DOE no later than 180 days after NTP, and implementation shall begin immediately upon approval of the plan by DOE.
  - Take into consideration current Federal Bureau of Investigation, U.S. Postal Service and DOE security bulletins and guidance on potential hazards, including anthrax and bomb detection.
Include training of mail personnel, as well as onsite customers, for early and effective identification of hazards.

Identify preparation for potential emergencies and hazard mitigation as appropriate.

- Strive to streamline delivery as much as possible.
- Deliver mail within two (2) days from receipt of the mail.
- Measure and report costs associated with postage (metered mail) on an as-needed basis, no less than quarterly.
- Ensure safety of the mail services customers through participation by the staff for identification and mitigation of concerns relating to bomb threats and exposure to hazardous materials (such as anthrax).
- Provide the Annual Mail Management Report to DOE by October 15.

**Boundaries, Constraints, and Interfaces**

Boundaries and Constraints: The Contractor shall be responsible for the interface between the U.S. Post Office and the Hanford Site, picking up general mail daily and specialty mail on an as-needed basis.

Interfaces: At least 70 onsite Hanford Site-related companies or organizations, U.S. Post Offices in the local community, and Hanford Site safety and security personnel.

**C.4.7.7 Reproduction Services**

**Background**

The Reproduction Services includes high-volume printing and reproduction services for DOE and OHCs. Printing and binding regulations, as published by the Congressional Joint Committee on Printing (JCP), and related regulations and requirements, establish operational guidelines for this scope of work.

**Key Customers**

- DOE
- OHCs

**General Scope and Outcome**

The Contractor shall provide printing, duplicating, binding, and reproduction services for the Hanford Site. Reproduction includes duplication of paper, digitally transmitted documents, and engineering drawings; high volume copying services; color copies; forms reproduction; special bindings; and tabbing.

The desired outcome is Reproduction Services that provide reliable, high-quality and timely high-volume printing, duplicating and engineering reproduction services.

**Detailed Scope and Requirements**

The Contractor shall:

- Coordinate and contract with the GPO, as mandated by the JCP.
• Manage/administer Site-wide contracts relating to the engineering and reproduction equipment, including the copier contract for the Hanford Site, which covers setup, delivery, removal, maintenance, and repair of equipment, and coordination of monthly billing activities.

• Provide the annual printing and publishing reporting information for the DOE/JCP report.

**Boundaries, Constraints, and Interfaces**

Boundaries and Constraints:

• Activities require some personnel with security clearances.

• GPO/Federal regulations apply to printing and reproduction, including a three (3) year minimum procurement cycle for new large-scale printing equipment.

Interfaces: None.

**C.4.7.8 DOE Receptionists**

**Background**

The 2420 and 2430 Stevens Center Place receptionists provide selected services to DOE and Hanford Site employees/visitors during the standard work week: Monday through Thursday 7:00 a.m. to 4:30 p.m., and Friday 7:00 a.m. to 3:30 p.m.

**Key Customers**

• DOE and OHC personnel located in 2420 and 2430 Stevens Center Place.

**General Scope and Outcome**

The Contractor shall provide receptionist support to DOE and its contractors and visitors within both 2420 and 2430 Stevens Center Place.

The desired outcome is a knowledgeable and responsive receptionist on duty during normal working hours, who helps DOE and OHCs’ visitors and employees to readily conduct business with the help of well-communicated, accurate, and adequate information and directions.

**Detailed Scope and Requirements**

The Contractor shall:

• Assign, process, and account for temporary proximity cards and/or visitor badges issued to persons requiring access to DOE areas of 2420 and 2430 Stevens Center Place, according to provided DOE criteria.

• Ensure adequate Airborne and Federal Express supplies are stocked and provide receipts for shipments to DOE.

• Reserve shared-use conference rooms, such as those at 2420 Stevens Center Place and 2430 Stevens Center Place.

• Manage the check-in and checkout of Government vehicles by federal employees located at 2420 and 2430 Stevens Center Place. This includes ensuring vehicle usage logs are correctly completed after each trip, and compiling and submitting logs monthly to the DOE Vehicle Coordinator.
• Provide a receptionist for 2420 and 2430 Stevens Center Place during regular business hours, including the Hanford Site Alternate Work Schedule (Friday off). Changes to this requirement shall be approved in advance by DOE.

• Maintain and control building office keys for offices and rooms in 2420 and 2430 Stevens Center Place.

• Maintain the capability to grant proximity card access to 2420 and 2430 Stevens Center Place.

• Provide backup support for the receptionist at 2420 and 2430 Stevens Center Place.

• Coordinate with Correspondence Control personnel daily to receive and hold incoming mail.

• Collect outgoing correspondence at 2420 Stevens Center Place and coordinate daily delivery to Correspondence Control.

Boundaries, Constraints, and Interfaces: None.

C.4.7.9 Site Safety Standards – Common Safety Processes

Background

This activity includes maintaining the Hanford Site-wide safety and health processes for use by OHCs. 10 CFR 851.11 entitled, Worker Safety and Health (hereafter referred to as 10 CFR 851.11) addresses the need for a contractor with more than one covered workplace at a DOE site to have a single, worker safety and health program and that where more than one contractor is responsible for covered workplaces each contractor must coordinate with other contractors to ensure there are clear roles, responsibilities and procedures to ensure the safety and health of workers at multi-contractor workplaces.

Key Customers

• DOE

• OHCs

General Scope and Outcome

The goal is to have common programs, and processes for worker safety where there are similar hazards, requirements and worker expectations. Since Hanford Site workers may perform work in facilities controlled by other site contractors, safety can be improved by having uniform safety processes.

The desired outcome of the Site Safety Standards function is to provide a consistent approach (where appropriate) that ensures Hanford Site workers have necessary safety and health processes to perform work safely on the Hanford Site.

Detailed Scope and Requirements

The Contractor shall:

• Work collaboratively and build coalitions with Site contractors and workers to continue to build a strong and enduring safety culture. Based on input from OHCs and workers, identify DOE opportunities to enhance and measure the Hanford safety culture.

• Improve worker safety by establishing common safety processes on the Site. At a minimum, the areas identified in Table C-1 are considered to be Hanford Site-wide common processes. Subsequently, develop and implement internal Contractor procedures for the common safety processes. Processes
must be approved by the principals of each affected OHCs. If the Contractor proposes to add or delete a standard safety processes, it must provide rationale and obtain DOE approval.

- Revise processes within 45 days of DOE notification of revisions and communicate these changes to affected parties within 15 days of revisions, unless otherwise specified by DOE due to a safety condition.

- Work with OHCs to evaluate safety activities/initiatives used by the incumbent Contractor that are not driven by regulation or DOE directive, such as the DOE VPP, Hanford Electrical Code Board, Hoisting and Rigging Committee, Fire Protection Forum, Union Safety Representative Program, Annual Safety and Health Exposition, monthly president’s accident council meetings, that contribute to the existing safety culture on the Hanford Site or the uniformity of Site activities. The Contractor shall recommend to DOE if a safety activity/initiative will be maintained, modified, or discontinued. DOE approval is required prior to discontinuing, significantly modifying, or electing to not participate in a safety activity/initiative.

- Maintain a Site-wide web-based system with input from OHCs for sharing operating experiences and lessons learned with a focus on preventing recurrence of safety or reliability events, and to share good work practices in accordance with CRD O 210.2, DOE Corporate Operating Experience Program.

**Boundaries, Constraints, and Interfaces**

Boundaries and Constraints: None.

Interfaces: Hanford labor representatives in the development and maintenance of common processes.

**C.4.8 Real Property Asset Management**

**Background**

The Contractor shall establish a data-driven, risk-informed, performance-based approach to the life cycle management of real property assets that aligns the real property portfolio with DOE mission needs. In addition, the Contractor shall acquire, manage, positively account for, and dispose of real property assets in a safe, secure, cost-effective, and sustainable manner, and ensure the real property portfolio is appropriately sized, aligned, and in the proper condition to support efficient mission execution. The contractor is responsible for compliance with real property asset management requirements, regardless of the entity performing the work. Affected contractors are responsible for flowing down real property requirements to subcontracts to the extent necessary to ensure compliance with the requirements.

The life cycle management of real property must take a data-driven, risk-informed, performance-based approach to align real property with DOE mission needs. Real property must be managed in a safe, secure, cost-effective, and sustainable manner to ensure real property assets are available, utilized, and in a suitable condition to support efficient mission execution. Real property management must apply industry-leading practices, voluntary consensus standards, and customary commercial practices where practicable.

Actions involving the planning, acquisition, management, and disposition of interests in real estate must be reviewed and approved by a Certified Realty Specialist (CRS), as appropriate, prior to execution. Real estate actions, subsequent to CRS review and approval, are executed at the appropriate level of delegated authority, such as authority possessed by a Real Estate Contracting Officer (RECO).
C.4.8.1 Planning and Budgeting

Background

Real property asset management planning and budgeting must ensure financial investments in real property are aligned to meet DOE mission needs and requirements. DOE provides general and annual planning guidance to guide the Contractor in real property planning and preparation of budget requests. Real property asset planning includes strategic and tactical planning with short-term and long-term forecasts (including a minimum five (5) year real property planning horizon) with supporting budgeting documentation. Real Property Asset planning aligns with the ISAP. Budget forecast development aligns with periodic budget guidance and direction issued by DOE.

Key Customer

- DOE

General Scope and Outcome

The Contractor shall develop and execute a strategy for managing the portfolio of Hanford real property assets. Master plans exist for key infrastructure systems, and the Contractor shall develop and maintain a complementary Facility Master Plan. The Plan analysis and outcomes are collectively captured at a summary level in the ISAP.

The Contractor shall use the ISAP in conjunction with DOE budget guidance and other relevant guidance or direction to develop budget proposal supporting documentation for integrated investment in real property assets.

The Contractor’s real property planning shall:

- Ensure real property planning aligns with DOE strategic plans and program guidance;
- Ensure applicable requirements related and not limited to climate change resilience, adaptation, and sustainability; environment, health, safety and security; earthquake and other natural hazards risks; cultural and natural resource preservation; and historic preservation, are addressed;
- Include general purpose infrastructure and programmatic requirements;
- Include real property needs of Site tenants;
- Include S&M and long-term stewardship (LTS) resource requirements;
- Identify mission and core capability associated with real property;
- Determine the optimum set of facilities and infrastructure needed to maintain each applicable core capability; and
- Assess the real property portfolio against delineated program mission requirements by core capability at least every five (5) years. More frequent reassessments are required if mission requirements change, the core capability assigned to an asset changes, the asset is repurposed, or there are major changes to the asset’s physical condition or use. Assessments must:
  - Evaluate the relative importance and contributions of real property to mission accomplishment;
Employ a systematic approach to identify the real property assets that directly contribute to the accomplishment of the assigned mission or mitigation of environment, health, safety and security issues; and

Determine mission dependency designation for each real property asset in accordance with program guidance and the DOE’s Facility Information Management System (FIMS) data element dictionary.

- Include a prioritized list of real property acquisition, sustainment, and disposition activities and projects;
- Include the results of annual utilization surveys;
- Include a summary of changes and the annual totals of real property acquisition and disposition building footprint;
- Include the reduction or consolidation of space, specifically addressing space policy, program benchmarks for space utilization, and space assignment and utilization standards; and
- Rely on data from FIMS and other data collected from each program’s planning process, such as sustainment management systems or portfolio management systems.

C.4.8.1.1 Facility Master Plan

The Contractor shall develop and maintain a Facility Master Plan that demonstrates a thorough understanding of the facilities on the site and their linkage to current Hanford Site mission, regardless of the contractor assigned responsibility for the facility or the contractor who currently resides in the facility. Additionally, the Contractor shall, within the Plan, maintain a current master list of facilities.

The Master Plan shall:

- Profile the needs of the OHCs. This will demonstrate multi-contractor participation and the integration of the process.
- Contain a master list of facilities that fall under the General Purpose Facilities (GPF) category and identifies those facilities that are currently dedicated to a specific program.
- Link the GPF facilities to their current cleanup mission and evaluate their ability to meet mission requirements.
- Compare GPF demands to population projections through the year 2050. Identify gaps and overlaps. Also, perform GPF life cycle analysis and compare to Hanford Mission requirements.
- Identify GPF that will not meet project mission requirements and develop an appropriate response strategy.
- Facilitate the Joint Space Utilization Committee or similar multi-contractor integrated facility management team in maintaining an agreed upon utilization standard to reflect the efficient use of GPF, identify facilities that are not being effectively utilized (as well as facilities that are over capacity), and develop and document recommendations to promote efficient operations and projects and to reduce costs and deficiencies.
• Conduct a periodic analysis of the current facility planning process and available tools, to identify potential areas of improvement and to support efficient operations.

Boundaries, Constraints, and Interfaces: None.

C.4.8.2 Acquisition

Background

Acquisition of real property must be conducted in accordance with applicable federal laws and regulations. Hanford Site Contracts include clause 48 CFR 952.217-70 entitled, Acquisition of Real Property. The Policy associated with clause 48 CFR 917.74 entitled, Acquisition, Use, and Disposal of Real Estate references that “acquisitions shall be justified with documentation.” In addition, 48 CFR 31.205-36 entitled, Rental Costs, requires contractors to meet requirements applicable for the cost of renting or leasing real property. Lease packages submitted to DOE for approval shall provide adequate information to meet the requirements set forth herein (e.g., market survey, cost per usable square foot, and total costs). This includes meeting federal sustainability guiding principles, building efficiency requirements, space utilization requirements, and recording acquisitions in the FIMS.

Key Customers

• DOE
• OHCs

General Scope and Outcome

The Contractor shall:

• Ensure that prior to federal approval, real property acquisitions are supported by a mission need, a business case analysis, a current utilization survey, and life cycle cost alternatives analysis;

• Record planned real property acquisitions in real property planning documentation and in the FIMS Anticipated Asset Information Module, regardless of the acquisition method or funding source;

• Ensure construction or renovation of existing DOE-owned buildings above 5,000 square feet meet federal sustainability guiding principles and building efficiency requirements;

• Ensure new solicitations for DOE-leased buildings above 10,000 rentable square feet meet building efficiency, performance, and management requirements;

• Ensure facilities, regardless of ownership, comply with applicable federal metering requirements;

• Ensure new construction of DOE-owned building area, except at environmental closure sites, is offset by the sale, declaration of excess, or demolition of building area of an equivalent or greater size;

• Ensure newly constructed or leased building area, regardless of ownership, with a predominant use of office or warehouse, is offset by building area of an equivalent or greater size;

• Ensure newly constructed, renovated, or newly leased building area designated for office use does not exceed the DOE’s office space design standard (an average of 180 square feet of usable area per person), regardless of predominant use of the building; and

• Ensure that acquisition by lease, except when otherwise exempt, complies with the lease scoring requirements of the OMB.
Boundaries, Constraints, and Interfaces: None.

C.4.8.2.1 Requirements for Acquisition of Real Property (Lease Packet Submittals)

Background

Hanford Site Contracts include clause 48 CFR 952.217-70 entitled, Acquisition of Real Property.
The policy associated with this clause 48 CFR 917.74 entitled, Acquisition, Use, and Disposal of Real Estate references that “acquisitions shall be justified with documentation”. In addition, 48 CFR 31.205-36 entitled, Rental Costs, requires contractors to meet requirements applicable for the cost of renting or leasing real property.

Key Customer

- DOE

General Scope and Outcome

The following list of requirements applies when submitting a lease approval package to the applicable DOE CO. The CO will submit the final packet (Transmittal Letter, Lease Justification and Lease Agreement) to the DOE Realty Specialist for review and concurrence. The lease approval package shall demonstrate how the requirements listed below were met within the “Justification” narrative of the final submittal.

The items listed below are DOE’s requirements for lease acquisitions above 12,000 usable square feet.

For lease acquisitions below 12,000 usable square feet, providing evidence that competition was sought and the type of method used (i.e., adequate advertisement to potential interested parties did occur), is not required.

The CRSs have authority for acquisition of real property for cost reimbursable contracts on the Hanford Site. As such, sole-source justifications must be approved by the DOE Realty Specialist prior to the Contractor beginning negotiations with a landlord.

Detailed Scope and Requirements

The Contractor shall:

- Identify the need and reason for the lease space being pursued and its physical location. Confirm no other Government space was available for use.
- Explain the delineated area for lease acquisition (especially if there are limitations on the desired physical location of the space). Define the type, size and specific requirements of space needed.
- Provide evidence that competition was sought and the type of method used (i.e., adequate advertisement to potential interested parties did occur).
- Record/document that a solicitation for offers was issued, and to whom.
- Conduct market surveys.
- Disseminate, collect, and review responses to the RFPs.
- Conduct negotiations based on proposals received.
• Identify the Lessor of choice based on the acceptable offer (i.e., lowest price per square foot or the offer that is most beneficial to the Government). Include a cost analysis (table) of terms and options, which identifies costs per usable square foot and total costs.

• Reference the market analysis tools used (e.g., independent market survey, analysis, or formal appraisal by a licensed State of Washington appraiser) to determine fair market value.

• Lease Language:
  – No termination clause longer than 365 days.
  – Negotiate the best deal with the shortest escape clause possible.
    ▪ Include provisions for reassignment of the lease to DOE or its contractors.

• For Leadership in Energy and Environmental Design (LEED) Certification, the Contractor must demonstrate every effort was made to acquire LEED facilities during the Real Property Lease Acquisition process. When soliciting space for Real Property Lease Acquisitions, indicate that a preference for LEED certified facilities will be given during the review of proposals. There are four LEED standards: Certified, Silver, Gold, and Platinum. The DOE preference is the Silver level or higher. Documentation of the effort to acquire LEED space at a standard through the advertisement and solicitation process is required within the Justification/Background narrative of Contractor Final Lease Packet Submittals.

• Leases shall be competed with adequate advertising, while making a solicitation for offers specific for acquisition of real property to potential interested parties, unless it is an RFP for service.

• If the Contractor believes it is in the best interest of the Government not to compete lease renewals for facilities they reside within and want to pursue a sole source opportunity, it shall:
  – Prepare a sole-source justification to demonstrate that a renewal is in the best interest of the Government, as opposed to advertising and sending out a solicitation for offer to seek competition.
  – Provide the DOE CRS (in advance), via the CO, with a sole-source justification for approval, prior to beginning negotiations with a landlord.
  – Present a narrative justification that includes associated cost analysis information specific to the stated need, while also including market survey information specific to the requirement for space the Contractor is trying to fill.
  – Conduct a market survey specific to the function, size and operational need.
    ▪ Include sole-source justification documentation while identifying comparable facilities.
    ▪ Requirements for the acquisition of real property will still apply, except those specific to competition and advertising.

Boundaries, Constraints, and Interfaces: None.

C.4.8.3 Sustainment (Maintenance)

Background
DOE real property assets must be sustained by maintenance, repair and renovation activities to ensure mission readiness; operational safety; worker health, environmental protection and compliance; security; and property preservation, to meet program missions cost-effectively.

Key Customer

- DOE

General Scope and Outcome

The Contractor shall:

- Maintain real property assets, including the mechanical and electrical systems that are installed as part of basic building construction and are essential to the normal functioning of the facility, in a condition suitable for its intended use.

- Ensure real property asset availability for planned use or disposition, using preventive and predictive maintenance and repairs.

- Develop a company-wide maintenance strategy addressing system-oriented maintenance activities, including the appropriate periodic maintenance methods, techniques, and parameters, to establish a safe, effective, and efficient maintenance program. The maintenance strategy should identify essential systems/equipment that may be overlooked and/or become degraded, and in other cases identify resources that may be wasted on equipment no longer important. The strategy shall be documented in a Maintenance Program Plan. This plan shall be submitted to the CO for approval within 90 days of NTP. The Plan shall address how the strategy will be implemented, including company-wide policies and procedures for each Service/System; establishment of cost accounts for preventive, predictive and corrective actions maintenance, including tracking at the work package level; and how the detailed work scope identified in this section will be completed.

- Prepare, as part of the Company-Wide Maintenance Program Strategy, Compliance Matrixes. These Matrices shall identify flow-down from requirements (DOE O 430.1C entitled, Real Property Asset Management, as amended, and DOE O 433.1B entitled, Maintenance Management Program for Nuclear Facilities, as amended), to company-wide maintenance policies, plans and procedures. The matrix shall be submitted as part of the Maintenance Program Plan.

- Use the matrix to conduct yearly reviews to assess company-wide compliance with these maintenance policies and procedures and plans, and identify gaps and corrective actions. As part of this review, the Contractor shall determine the Company Current Maintenance Program Maturity State in either Reactive, Planned, Predictive, Reliability, or Enterprise terms.

- As part of implementing the strategy, utilize a system-oriented graded approach that supports the most appropriate and cost-effective means to achieve overall maintenance objectives and support mission needs.

- Once the Maintenance Program Plan has been approved, implement a Maintenance Management Program that includes, at a minimum, the following:
  - Providing maintenance personnel services for infrastructure systems, structures, components and facilities, including identifying maintenance service levels and labor requirements, skill gaps, scheduling requirement and issue, and metrics to ensure effective use of maintenance workforce. In addition, as part of this effort, laborers will be provided to OHCs. Each month a loan labor report summarizing full-time equivalents (FTE) requested vs. FTEs shall be compiled and issued.
A Computerized Maintenance Management System (CMMS), which shall contain a Master Equipment List for SSC and provide full access to the Government, including licensing requirements for DOE Staff. The Contractor’s CMMS shall be used to track scheduled and unscheduled maintenance/services; service orders; individual and standing job orders; preventive, predictive, and corrective actions maintenance cost for each work order; spares inventory; metrics; and other uses as identified in the Enterprise Asset Management (EAM) Functional Requirements Document, at the asset level. Information entered into the CMMS is considered Government-owned for its present and future use and does not contain limitations on its use. The Contractor shall meet the requirements of the CMMS EAM Functional Requirement Document Checklist by describing how the company’s CMMS meets each requirement identified and submitting it as part of the Company Maintenance Program Plan. The Checklist will be used as part of the ISMS review.

- Report asset-level annual required maintenance in FIMS for the budget year (i.e. two years from the current fiscal year), including the estimated fully burdened costs of predictive and preventive maintenance and repair activities, in accordance with the “Real Property Data Related to Operations and Maintenance Guidance” provided by the Office of Asset Management. The Contractor also shall have in place, 90 days after NTP, reporting procedures that address Planned, Actual, and Deferred Maintenance reporting.

- Record annually the results of condition assessments, functional assessments, and real property utilization assessments in FIMS.

- Maintain a condition assessment system. For each asset, the system shall:
  - Establish a minimum acceptable level of condition;
  - Establish methods for categorizing deficiencies cost as either deferred maintenance (DM) or repair needs (RN), and management of the DM backlog, including a method to prioritize maintenance work.

- Maintain a critical System Spares Process that includes, based on risk, identification of critical spares, budgeting and warehouse tracking of them to ensure that adequate levels of spares are on hand and available for maintenance activities for infrastructure systems, equipment, components, structures, and facilities.

- Establish technical and management processes to align the performance of functional and physical attributes of real property facilities and SSC in the maintenance program, with associated requirements, design, and operational information, including:
  - Ensuring processes established for Hazard Category 1, 2, and 3 nuclear facilities comply with applicable DOE standards.
  - Ensuring voluntary consensus standards, for other facilities, including ANSI/EIA-649, National Consensus Standard for Configuration Management, or DOE standards, shall be applied, as determined by the responsible DOE element.
  - Ensuring compliance with applicable DOE maintenance management directives for nuclear facilities as incorporated in Section J.

- Develop and submit annually a Maintenance Program Five-Year Plan, including forecast (by fiscal year) to identify financial investments for sustainment of real property assets to support DOE
strategic plans, program guidance, and DOE performance targets. Include consideration for desired level of service, remaining service life, current condition assessments, EISA energy and water evaluations, utilizations surveys, the mission dependency of the asset, and projected funding for DM and repair reduction. In addition, the plan should address the following:

- Identified structures and process equipment that will be shut down and demolished within the next five (5) years.
- Changes in the required manpower resource level or skills.
- Necessary organizational realignment to meet obvious changes in work scope.
- Major equipment replacements/repair/recapitalization necessary to sustain required level of reliability.
- Purposely DM, by providing a reason and explanation for deferring maintenance, possible solutions to removing it from the deferred status, and a list vulnerabilities determined in accordance with the company process.

- Conduct comprehensive energy and water assessments for each operating covered facility at least once during any four-year period.
- Recommission covered facilities at least once during any four (4) year period, tailored to the size and complexity of the building and its system components, to optimize and verify performance of existing building systems.
- Establish a cost-effective sustainment program to keep existing facilities in an acceptable condition, functional and sustainable and in support of current missions. Sustainment programs must include a systematic management process for planning and budgeting for known future cyclical maintenance, repair, and renovation requirements for major building components or infrastructure systems; and a mechanism to track direct and indirect funded expenditures for maintenance and repair and renovation at the asset level.

The Contractor shall provide these services until OHCs have established the ability to perform this work internally. Following transition of the work scope to the OHCs, the contractors shall self-perform the work scope. In accordance with Section J, Attachment J-3.b, the OHCs may purchase these services from the Contractor.

Boundaries, Constraints, and Interfaces: None.

C.4.8.3.1 Condition Assessment Surveys

Background

DOE uses condition assessment surveys to assess the current material condition of its facilities, structures, systems and equipment, and documents maintenance deficiencies. A condition assessment survey is required by DOE O 430.1C entitled, Real Property Asset Management, and in accordance with annual guidance provided by DOE-HQ for real property data related to operations and maintenance.

The assessment information for each assessed item is entered into the Condition Assessment Information System (CAIS), which provides an estimate, RN of the deficiencies identified in the condition assessment survey. This information is used in determining the liabilities. The CAIS will also identify if the RN is also a DM. The condition assessment survey/CAIS inspection date, RN, DM, RN by UNIFORMAT II, and modernization costs (if applicable) are uploaded into FIMS.
Real Property includes land, facilities, other facilities and infrastructure (OSF), real property trailers, and associated items. Complete and accurate data on real property is essential to the DOE for managing facilities and reporting to the GSA, OMB, U.S. Congress, and taxpayers. FIMS is the DOE corporate database for real property, as required by DOE O 430.1C, Real Property Asset Management. There are ~1,500 active FIMS records, including facilities, OSFs, and real property trailers that have been identified to be included in the condition assessment survey inspection program. Approximately five percent (5%) of these facilities have some radiological activity.

Each facility, OSF, and real property trailer is assessed regardless of operational status on a rotating five (5) year cycle; inspecting facilities, OSFs, and real property trailers by component and rating each one according to existing use. The ratings and deficiencies are entered into CAIS, which applies a cost estimate, RN to address deficiencies identified in the real property. CAIS will calculated a repair or replacement cost from RS Mans data. These costs are then uploaded into FIMS by the end of each fiscal year and are used to determine the RN and DM costs for the Hanford Site. The condition assessment survey/CAIS assessments may be used as validated source data for certain mandatory FIMS data fields (such as DM).

Database management is discussed in Section C entitled, Application Hosting Services.

Key Customers

- DOE
- OHCs

General Scope and Outcome

The Contractor shall manage the Hanford Site condition assessment survey/CAIS and provide for the administration of and execution of the condition assessment survey inspection program in order to accurately evaluate the existing state of specific facilities and identifying DM liability.

The desired outcome is a FIMS containing accurate data that assists in the planning and management of real property assets.

Detailed Scope and Requirements

The Contractor shall:

- Conduct condition assessment surveys to determine the need for preventive or remedial action, using industry standard graded approaches tailored to the inspection type and frequency that aligns with asset ownership, use, and mission dependency.

- Perform a functional assessment of each operating real property asset to determine an asset’s capability gaps to meet mission requirements, at least once during any five (5) year period, or other risk-based interval, as approved by DOE, based on industry leading practices, voluntary consensus standards, and customary commercial practices.

- Estimate the costs to correct the gap identified during the functional assessment using DOE-funded CAIS. These cost shall be identified in CAIS as a modernization cost. Cost estimates shall be updated annually and include contractor indirect. These cost shall be uploaded into FIMS by the end of each fiscal year.
Perform condition assessment surveys on each real property asset at least once every five (5) year period, or other risk-based interval, as approved by DOE. Maintain a list of condition assessment surveys inspected facilities to document performance.

Perform more frequent assessments for real property assets identified as mission unique or critical, or assets that pose an increased risk to life, safety, or the environment, or as mandated by federal, state, or local codes.

Determine the current physical condition of each real property asset, its estimated time to failure, and the optimum period for repairs and replacement, based on engineering and maintenance analyses.

Estimate the costs to correct deficiencies identified during the condition assessments using the DOE-funded CAIS. CAIS is formatted in UNIFORMAT II and based on annually updated unit cost data (e.g., RS Means, Building News, Craftsman Book Company, or Richardson General Construction Estimating Standards). Cost estimates must be updated annually and include contractor indirect cost

Categorize deficiencies as either RN or RN and DM. DM shall be less than or equal to RN Document and report DM and RN cost estimates consistent with Federal Accounting Standards Advisory Board requirements and Federal Real Property Council reporting guidance, respectively.

Record observations made during, and the estimates produced by, each condition assessment surveys in the DOE CAIS, queryable on the following levels: Component, Assembly, System, Asset, Site and Program. Upload the data collected from these inspections into the FIMS.

Provide DOE with a list of facilities, OSFs, and real property trailers to be condition assessment survey inspected, each fiscal year, no later than November 15.

Provide DOE with a list of facilities, OSFs, and real property trailers that have been condition assessment survey inspected, each fiscal year, no later than October 31.

Provide DOE with a list of facilities, OSFs, and real property trailers that no longer meet the useful life inspection criteria of greater than five (5) years annually, but no later than March 31.

Coordinate necessary inspection activities with the various site contractors that have eligible facilities for condition assessment survey inspections.

Ensure the inventory of facilities that needs to be inspected through the condition assessment survey program is complete, current and reconciled with the data contained within FIMS.

Ensure condition assessment surveys are performed on real property that supports the FIMS data entries and validation process.

Boundaries, Constraints, and Interfaces: None.

C.4.8.4 Disposition

Background

DOE elements accountable for real property assets are responsible for disposition or LTS in accordance with applicable federal laws and regulations, and compliance with applicable federal laws and regulations for excess real property assets.

Key Customer
• DOE

**General Scope and Outcome**

Disposition is those activities that follow completion of program mission including, but not limited to, stabilization and deactivation, S&M, and decommissioning.

**Detailed Scope and Requirements**

The Contractor shall:

• Identify real property assets that are no longer needed to meet mission needs and may be candidates for reuse or disposal.

• Track annual costs, at the asset level, of maintaining excess facilities, once the asset is declared excess, until final disposition.

• Screen real property assets in accordance with federal laws, regulations, and the DOE’s internal process for screening real property assets prior to declaration of excess.

• Identify excess real property that is appropriate for economic development and, if such property is identified, annually make a list of property available for potentially interested parties.

• Record planned disposition of real property in five (5) year real property planning documentation and in FIMS.

• Support DOE to determine whether to dispose of real property by sale or lease, in accordance with 10 CFR 770, *Transfer of Real Property at Defense Nuclear Facilities for Economic Development*, or to dispose of it through other processes.

• Support DOE to notify DOE-HQ organizations (Office of General Counsel, Office of Management, Office of the Chief Financial Officer, and PSOs) a minimum of 90 days before disposal by sale or lease outgrant made under DOE authorities.

• Ensure physical controls, institutional controls, and other mechanisms to protect people and the environment are in place while performing disposition activities.

• Dispose of unneeded real property assets, declared excess to mission needs, using demolition, sale, economic development, lease termination, interagency transfer, or other DOE-approved methods.

• Perform real estate actions in support of DOE CRS for outgrant in accordance with applicable environmental laws, regulations, and doe directives, including:

  – Lease outgrants under the authority in 42 USC 7256 entitled, *Contracts, Leases, with Public Agencies and Private Organizations and Persons* (commonly referred to as the “Hall Amendment”), must comply with the Joint DOE/EPA Interim Policy Statement on Leasing, dated June 30, 1998;

  – Outgrants of excess property may be made if disposal by sale is not practical;

  – Outgrants of non-excess property may be made if the outgrant does not conflict with DOE missions; and
Outgrants by lease for economic development are subject to the Congressional notification requirements.

- Complete the transfer of excess real property assets in accordance with applicable DOE directives, including prior written consent from the receiving entity.
- Dispose of excess contaminated real property assets in accordance with applicable DOE directives and federal laws and regulations.

**Boundaries, Constraints, and Interfaces:** None.

### C.4.8.5 Performance Measures

#### Background

The Department uses corporate performance metrics to measure real property asset management performance across DOE elements. DOE elements use FIMS and other information systems to collect the data necessary to support the metrics. DOE elements accountable for real property are responsible for developing real property asset performance measures commensurate with their duties and responsibilities, including: identifying and assessing performance measures annually, establishing performance measures that link performance of program goals and budgets to desired outcomes, establishing annual performance targets for real property assets, and stating expected performance outputs and outcomes in annual direction and guidance. The Department is responsible, on an ongoing basis, for monitoring the real property assets of DOE’s profile in accordance with Executive Order 13327, *Federal Real Property Asset Management*.

Concerning performance reporting, a DOE-HQ Infrastructure Executive Committee (IEC) annually submits to the DOE Secretary a State of General Purpose Infrastructure Report, and provides Department-wide investment priorities and recommendations intended to improve the effectiveness and efficiency of DOE real property management. The IEC will provide recommendations concurrent with DOE’s budget formulation schedule, including the budget crosscut process, using corporate performance measure results as well as a set of enduring performance measures to determine the effective stewardship of DOE’s real property assets.

#### Key Customers

- DOE
- OHCs

#### General Scope and Outcome

The Contractor shall develop annual performance measurement/metrics targets for real property assets in meeting the objectives to demonstrate the desired outcome:

- Making the infrastructure investments it has committed to make;
- Increasing the percentage of adequate facilities;
- Decreasing DM;
- Decreasing underutilized space;
- Eliminating excess facilities;
- Decreasing the annual costs of carrying excess facilities; and
- Decreasing risk to core capabilities due to infrastructure deficiencies.
Detailed Scope and Requirements
The Contractor shall develop real property asset performance measures/metrics targets to demonstrate performance of the expected outcome required in this Section.

Boundaries, Constraints, and Interfaces
Boundaries and Constraints: Real property asset performance measures/metrics targets would be derived using FIMS data.
Interfaces: None.

C.4.8.6 Facilities Information Management System (Reporting Systems)
Background
DOE uses FIMS as the real property database for real property, as required by DOE O 430.1C entitled, Real Property Asset Management, and in accordance to guidance provided by DOE-HQ for the annual FIMS data validation, and for real property data related to operations and maintenance. The system provides DOE with an inventory and management tool that assists with planning and managing real property assets. Database management is covered in Section C entitled, Application Hosting Services.

Real property includes land and anything permanently affixed to it, such as buildings, fences, and building fixtures (e.g., lights, plumbing, heating and air conditioning). The FIMS contains information on both DOE real property holdings, and provides DOE and contractors with online access to DOE facility information. There are ~1,500 facilities, OSFs, and real property trailers with approximately 125 mandatory data fields in the FIMS database. The database holds unclassified information and may be subject to disclosure under FOIA. Complete and accurate information on real property holdings is critical to DOE for managing facilities and reporting to GSA, OMB, and the U.S. Congress.

Key Customers
- DOE
- OHCs

General Scope and Outcome
The Contractor shall manage the FIMS meeting-specific annual reporting requirements. The FIMS system stores real property asset data, including data for the GSA’s Federal Real Property Profile (FRPP) annual submission. DOE is required to verify and validate the accuracy of each FRPP submission in accordance with 41 CFR 102-84.30, and annually submit the FRPP data in accordance with 41 CFR 102-84.55 entitled, When are the Annual Real Property Inventory reports due?

The desired outcome is a reliable FIMS that provides current, complete, and accurate information on real property holdings, enabling informed decision making in the planning, budgeting, operation, maintenance, and disposal of real property.

Detailed Scope and Requirements
The Contractor shall:
- Meet the data calls and reporting timelines associated with annual DOE reporting requirements.
- Provide information to meet new construction offset requirements.
• Conduct a source data/FIMS data validation effort, as required by DOE O 430.1C, *Real Property Asset Management*, and report the scorecard results (red, yellow, or green) to DOE on an annual basis.

• Record on an annual basis the required annual actual maintenance, annual required maintenance RNs, DM, modernization cost, operational cost, and other data elements that need to be updated annually in FIMS at the asset level.

• Host an annual DOE/HQ-­led validation exercise of 2 to 3 days, encompassing records review, onsite asset inspection, and validation of a select number of records.

• Maintain FIMS data as complete and current throughout the life cycle of real property assets, including real property related to institutional controls.

• Ensure data is complete, current and accurate by reconciling FIMS with financial data residing in existing Hanford Site property databases on a quarterly basis and documenting the reconciliation in a file to be maintained by the Contractor’s FIMS database administrator.

• Provide annual updates to the FIMS QA Plan for approval by DOE (the QA Plan is an informal mechanism to assist in the management of this work scope).

• Collect data from OHCs in order to meet mandatory reporting requirements.

• Ensure the integration of FIMS with the GIS, to logically identify and depict the real property assets to the physical assets on the ground.

• DOE real property data management and reporting requirements are as follows:
  - Real property that DOE holds a legal interest in or right to use, including outright title, must be documented in FIMS, the DOE’s system of record for DOE real property.
  - FIMS data fields shall be kept current throughout the real property asset life cycle and aligned with the FIMS Data Dictionary.
  - FIMS data must be consistent across DOE to enable comparable reporting and trend analyses.
  - FIMS data shall be used to meet FRPP requirements and the DOE’s DM and other real property reporting requirements including, but not limited to, the DOE’s yearly financial statement.
  - Real property records supporting data maintained in FIMS shall be maintained in accordance with FIMS User’s Guide requirements and retained per applicable DOE directives and federal regulations.
  - Records management changes resulting in revisions to the FIMS User’s Guide shall be coordinated through appropriate governance.
  - FIMS information regarding real property assets that have been disposed of, including related institutional controls, must be archived.
  - A completion report or equivalent document shall be developed for each disposition project and included in FIMS. The completion report/document must describe, at a minimum, project activities, final facility status, cost information, and verification and validation that specific end-point criteria have been met.
  - FIMS data shall be verified and validated in accordance with annual guidance, to ensure the accuracy of data.
– FIMS data validation documentation (e.g., validation forms, scorecards, corrective action plans) must be maintained for at least five (5) fiscal years.

– FIMS data for each site must be annually reviewed for completeness and accuracy by a Site federal representative prior to DOE’s FRPP data submittal to GSA.

– Retain records in accordance with established DOE requirements.

**Boundaries, Constraints, and Interfaces:** None.

### C.4.8.7 General Purpose Facility Planning and Management

#### Background

The scope of General Purpose Facility Planning and Management is coordination, management and integration of office and warehouse needs across the Hanford Site in support of the DOE mission(s) for this contract. This includes the successful maintenance, operation, and monitoring of buildings or properties to sustain the life cycle of these assets. It encompasses multiple disciplines to ensure functionality of the built environment by integrating people, systems, place, process, and technology.

There are ~211 Government owned facilities for this contract. These facilities are located across the Site and comprise of ~980,000 square feet of office, storage and support space, including portions of the Federal Building. In addition, there are 35 commercially leased facilities. These facilities are primarily located in the City of Richland and comprise over ~328,000 square feet of office and support space.

#### Key Customers

- DOE
- OHCs

**General Scope and Outcome**

The Contractor shall evaluate the demand and supply of facilities and services for the Hanford Site through coordination and integration with DOE and its contractors to collectively develop, maintain, and implement a strategy and objective to support and improve the effectiveness of its primary activities.

**Detailed Scope and Requirements**

For Facilities Management, the Contractor shall:

- Provide building management, space planning, and support services to Government-owned facilities.
- Support services include the following activities: Strategic Planning Development, Coordination and Oversight, Cost Account Management, Real Property Management, and administrative reporting, trending and coordination activities.
- Provide space utilization and move planning: disposition space use and move requests from customer organizations; develop relocation plans to meet facility vacate and consolidation initiatives; configuration control for facility office and warehouse layouts and office personnel and warehouse inventory relocations; move coordination for occupancy facility office and warehouse relocations; mobile office administration for redeployment, excessing, and assignment.
- Provide administration of the Caretaker Database: provide occupancy and utilization data analysis and reporting; project management and system analysis; performance measurement data for metrics;
maintain and update AutoCAD drawings; and data entry for moves; ensure the integration of
Caretaker Database with the Stewardship Information Portal.

- Support the Hanford Site mission by providing building management, space planning, and support
services for leased facilities, including portions of the Federal Building and Steven Center Complex
occupied by DOE and its contractors.
- Coordinate with DOE and its contractors to provide cost-effective, safe, and secure office and
warehouse space to meet their operating requirements.

For Space Utilization & Move Planning, the Contractor shall:

- Annually conduct a space utilization survey on all assets per DOE O 430.1C.
- Review and disposition space use and move requests from customers.
- Integrate space and move requests to meet strategic planning goals and objectives.
- Develop and execute relocation plans to meet facility vacate and consolidation initiatives.
- Provide configuration control for facility office and warehouse layouts and personnel and inventory
relocations.
- Maximize space utilization in leased office and warehouse facilities to meet identified performance
objectives.
- Provide lease administration for commercial and GSA leases within the occupancy pool.
- Provide move coordination and scheduling for personnel relocations.

For Administration of the Caretaker Database, the Contractor shall:

- Provide occupancy and utilization data analysis and reporting.
- Provide project management and system analysis.
- Provide performance measurement data for metrics; maintain and update AutoCAD drawings; and
data entry for moves.

For Facility Management and Building Administration, the Contractor shall:

- Lead the Joint Contractor Space Utilization Committee composed of representatives from DOE and
its OHCs to promote efficient space utilization and repurposing space.
- Provide building engineering and move support for assigned Federal Building space, the Stevens
Center Complex, the Hanford Training Center, and other leased facilities.
- Provide facility workstation layouts and configuration control to ensure optimal utilization.

C.4.8.8 Locksmith Services

Locksmith services potentially involve over 600 Government/Contractor facilities and
Government-leased and Contractor-leased facilities across the Hanford Site.
The Contractor’s Locksmith Program shall include installation, replacement, and maintenance of locks, keys, and access control systems for the protection of nuclear materials (including SNM), facilities with radiological/toxicological sabotage concerns, classified matter, and Government property.

The Contractor shall maintain a cost-effective inventory of locking hardware and devices, key stock, and spare parts to support Hanford Site security requirements where long-lead procurements are involved.

C.4.9  Environmental Stewardship and Management

C.4.9.1  Land Management

The Contractor shall provide Land Management services for the Hanford Site, in general and specific parcels, including day-to-day implementation of the CLUP, planning and management of General Purpose Facilities, and disposal of real property interests, such as easements, licenses, permits and leases, as required by DOE O 430.1C entitled, *Real Property Asset Management*, as amended, and other applicable laws and regulations.

Background

Existing development and contaminated sites drive requirements for the continued use of property by DOE and place limitations on the property for future development or release of property. Almost half of the Hanford Site includes the Fitzner-Eberhardt Arid Lands Ecology (ALE) Reserve, McGee Ranch, and Wahluke Slope as safety buffer areas that are now managed as a National Monument. The USFWS, through a permit from DOE, manages the ALE and the Wahluke Slope. There are also outgrants (easements, licenses, permits and leases) to non-DOE entities to provide access to electrical, telecommunication, and state road systems on the Hanford Site. A real estate agreement is required for non-DOE governmental agencies or private parties desiring to use real property at the Hanford Site. Outgrants and transfers of federal property are issued by DOE. The Hanford Site operates within a CLUP that was established by an EIS Record of Decision (ROD).

Key Customers

- DOE
- OHCs

General Scope and Outcome

Actions involving the planning, acquisition, management, and disposition of interests in real estate must be reviewed and approved by a CRS, as appropriate, prior to execution. Real estate actions, subsequent to CRS review and approval, are executed at the appropriate level of delegated authority, such as authority possessed by a RECO.

The Contractor shall perform management of real property at the Hanford Site for DOE and coordinate the use of real property among OHCs. The Contractor shall perform a range of real property activities, such as conducting land-use planning for areas and specific parcels; conducting reviews and integrating land-use requests for new facilities, infrastructure systems, land improvements, or change of land use; conducting land management activities, including day-to-day implementation of the CLUP; managing land-use requirements and beneficial reuse of land; and conducting real estate activities in the outgrant and disposal of real property or interests therein.

The Contractor shall provide support to potential Land Conveyance activities (radiological release, environmental, cultural, and real estate due diligence) to ensure the integrated project schedule for DOE’s responses to land transfer requests received.
The desired outcome is an integrated, CLUP-compliant Land Use Planning and Management program for the Hanford Site that is protective of human health, safety and cultural/natural resources and sustained good stewardship.

### Detailed Scope and Requirements

#### C.4.9.1.1 Comprehensive Land-Use Plan

The Contractor shall implement the CLUP as directed or interpreted by DOE. The Contractor shall assess the need for updating the existing or developing new Area Management Plans and Resource Management Plans. In coordination with OHCs, the Contractor shall develop new plans and update existing plans where and when applicable and submit them to the DOE for approval. The Contractor shall maintain, implement, and distribute approved plans to OHCs. The Contractor shall develop and maintain a website for communicating real property asset management and resource management (for cultural see Section C entitled, Cultural and Historical Resource Program and for ecological see Section C entitled, Ecological Monitoring and Compliance) information, including land use decisions, to OHCs.

#### C.4.9.1.2 NEPA 5-Year Supplemental Analysis

The Contractor shall conduct a Supplemental Analysis in accordance with 10 CFR 1021 for the Site-wide CLUP to ensure the Plan is relevant and current. If the Contractor, through the Supplemental Analysis, determines the CLUP requires revision, the Contractor shall assist DOE in taking necessary actions.

#### C.4.9.1.3 Land Use Planning

The Contractor shall perform land-use planning and management activities at the Hanford Site. The Contractor shall manage real property by reviewing property uses, reclassifying land use and facilities, investigating and characterizing land, monitoring misuse of property or encroachments, identifying orphan or unknown land uses (e.g., non-pristine land, hazards, and waste sites), dispositioning non-permitted activities, tracking and documenting land-use occurrences and activities, and providing support to DOE with required boundary line adjustments.

The Contractor shall:

- Perform land-use planning, site evaluations, and manage excavation permits for the Hanford Site, and coordinate with OHCs that have ownership or landlord responsibility of specific assets.
- Ensure the integration of site evaluation records and excavation permit records with the Stewardship Information Portal.
- Monitor and assess the use of real property to assure compliance with restrictions, such as institutional controls.
- Ensure land-use actions of one project do not impede safety or completion of other projects.
- Obtain from DOE and other Site contractors data and information necessary for performing Hanford Site land-use planning and management (e.g., input to the Land Management Tracking and Documentation System, participation in the Site Selection and Excavation Permit process, coordination of input into the ISAP, and input to the Five Year Site Plan [FYSP]).
- Develop, maintain, and implement an integrated, comprehensive Land Management Tracking and Documentation System that accomplishes the following:
  - Maps and documents land uses, such as the site constraints, identified deficiencies in land, identified radioactive materials, waste, and hazardous conditions of the real property, LTS and
institutional control requirements as imposed by specific regulatory decisions, real property improvements, authorized basis, and other land-use occurrences and activities affecting land.

- Maintains real property assets and identifies corrective actions for deficiencies in land use. Documents and tracks land-use deficiencies until corrective actions are completed.

- Support DOE in the correction of boundary encroachments (trespasses) and boundary line adjustments.

- Administer and manage the Site Selection and Excavation Permit process.

- Apply ISMS principles.

- Ensure potential hazards are adequately identified, recorded, and communicated.

- Apply risk management principles including, but not limited to, control or mitigation of potential hazards.

- Ensure site selection activities that identify potential risks to workers receive sufficient analysis – e.g. potential vapor exposure at site of occupied facility or congregation area.

- Streamline and integrate procedures for project review, respecting NEPA and similar requirements where applicable.

- Ensure project consistency with the Hanford CLUP and implementation objectives.

- Provide early warning to projects about constraints or hazards associated with a site, which could affect their design, site infrastructure, or other operations.

- Coordinate across Hanford contractors to support prompt and optimum resolution of conflicts.

- Manage borrow pits, maintain and update the Industrial Mineral and Conservation Plan, and ensure the integration of borrow pit data with the Stewardship Information Portal.

- Remove abandoned vehicles and mass dumpings (e.g., household garbage, tree stumps, building material, car parts, household furniture, and concrete).

- Provide periodic surveillance of lands, wherein DOE has an MOA or other use agreement with a federal, state, or local agency (e.g., Vernita Bridge Boat Launch), and raise issues to the attention of DOE for resolution if necessary.

- Construct and place barricades, gates and short lengths of fencing, and install information signs and special signage on the Hanford Site, including signs to protect natural and cultural resources.

- Conduct cadastral land surveys as directed by DOE.

- Provide support for the development and administration of outgrants (easements, licenses, permits, and leases), transfers, and supporting utilization surveys, and plan for and administer property transfers on the Hanford Site.

- Maintain real estate records identified by DOE, and ensure the integration of real estate records with the Stewardship Information Portal.
• Prepare real estate reports as identified in 41 CFR 102, *Property Management Regulations*, for the Stewart B. McKinney – Vento Homeless Assistance Act, Title V: Identification and Use of Surplus Federal Property, (300 and 400 Areas complete).

• Prepare real property assets for disposition, including potential reuse for other missions, when DOE identifies that a program mission is no longer required. Identify real property assets that are likely to be declared as excess in a ten (10) year planning horizon, and the anticipated current year of excess. This information must be included in FIMS, the FYSP, and Site planning activities as required by DOE O 430.1C, *Real Property Asset Management*, as amended.

• Coordinate and develop the FYSP and real property planning for the Hanford Site, as required by DOE O 430.1C, *Real Property Asset Management*, as amended.

• Assist DOE in the acquisition of leased space from the private sector, to include market surveys, advertising, appraisals, and lease preparations.

• Develop information required for the Integrated Facilities and Infrastructure budget and ensure this information is included in FIMS and the FYSP, and support Hanford Site planning activities (e.g., Hanford Site Population forecasts) in accordance with DOE O 430.1C, *Real Property Asset Management*, as amended.

• Integrate and coordinate a Site-wide mitigation strategy, planning, and banking system to offset known impacts resulting from various projects.

• Maintain the Stewardship Information Portal and ensure the integration of data from, but not limited to, the following data systems:
  – Ecological Information System,
  – WIDS and Wells,
  – LTS Stewardship Information System,
  – Real Estate Records,
  – Borrow Pits,
  – Site Evaluations,
  – Site Excavation Permits,
  – FIMS,
  – CAIS,
  – Site Structures List,
  – Caretaker II,
  – Chemical Information Tracking System, and
  – Hanford Fire Occupancy Permits.

**Boundaries, Constraints, and Interfaces**

Boundaries and Constraints: None.

Interfaces: Federal, state, and local agencies involved with the use or management of real property.
C.4.9.2 Site Access and Use

Background

Future activities will be consistent with the CLUP (DOE 1999). The CLUP provides the framework within which future use of the Hanford Site’s land resources occurs.

The U.S. Department of the Interior (DOI) was assigned roles and responsibilities for Hanford Site land and resource management in 2000 (Hanford Reach National Monument [Monument] established), and in 2015 (Manhattan District National Historical Park [Park]3 law). DOE and DOI have developed MOUs for management of the Monument and Park. In addition, DOE has entered into MOUs with Tribal Nations as part of its ongoing tribal consultation regarding increased tribal access, use, and potential roles for users’ management on some Hanford Site lands.

Key Customer

• DOE

General Scope and Outcomes

The Contractor shall support DOE in the performance of the comprehensive implementation and integration of Site Access and Use activities, while managing within the constraints of one of the nation’s largest and most complex environmental cleanup projects.

The Contractor shall support the DOE in the implementation of the interagency mechanisms for communicating and addressing land use plans and proposals through the Hanford Access and Use Forum. The primary purpose of the Forum will be to promote transparent, ongoing interagency coordination and collaboration on Hanford Site land uses, and provide informed and timely recommendations and advice to DOE. The desired outcome of the Forum is to effectively and efficiently foster community, tribal and stakeholder relationships, and to provide information about the possibilities of providing public access and use of the Hanford Site, the process for assessing such use and access, then actually providing the support necessary for such use and access.

Detailed Scope and Requirements

The Contractor shall:

• Assist DOE with access and use requests and activities.

• Assist in the development of land use strategies and activities consistent with the CLUP.

• Support the development and implementation of the Hanford Access and Use Forum.

• Support responding to inquiries from external entities and provide direct response to external parties if requested by DOE.

• Provide staff and resources to support DOE in meeting its objectives and obligations for access and use; this includes providing staff support for interactions with the Hanford Access and Use Forum.

3 See Presidential Proclamation 7319. Establishment of the Hanford Reach National Monument, Public Law 100-605 and amendment (public Law 104-333, Section 404), Hanford Reach Study Act, Hanford Reach Preservation; Section 3039 of the Carl Levin and Howard P. “Buck” McKeon National Defense Authorization Act for Fiscal Year 2015, Public Law 113–291, Manhattan District National Historical Park
• Identify current and upcoming issues of public interest related to DOE, design outreach strategies, create informational material, and facilitate interactions. Products and interactions will be approved by DOE in advance.

• Support management and development of Site Access and Use website.

• When requested by DOE, participate in meetings and briefings to update interested external parties on activities.

• Work with DOE to strategize, plan, arrange logistics for and conduct visits to projects and facilities by external parties, as requested by DOE.

• Prepare Site Access and Use communication materials, such as presentations, fact sheets, specialized graphics and charts, large posters and photography.

**Boundaries, Constraints, and Interfaces**

Boundaries and Constraints: The Contractor shall receive DOE approval prior to externally releasing information related to the Hanford Site.

Interfaces: None.

**C.4.9.3 Post-Cleanup Surveillance and Maintenance**

**Background**

The DOE EM Program has the cleanup and landlord responsibilities for the Hanford Site. The Hanford Site cleanup is currently scheduled to be completed around year 2060. Upon completion of the cleanup, the Hanford Site is expected to be transferred to the DOE Office of Legacy Management. The mission of the DOE Office of Legacy Management is to manage DOE post-closure responsibilities and ensure the future protection of human health and the environment. This Office of Legacy Management has control and custody for legacy land, structures, and facilities and is responsible for maintaining them at levels suitable for their long-term use. It is DOE’s intent that areas of the Hanford Site where cleanup is completed be managed in a manner consistent with LTS goals, until transfer to the DOE Office of Legacy Management.

**Key Customer**

• DOE

**General Scope and Outcome**

Elements within this work scope may include engineered and non-engineered institutional controls designed to contain or to prevent exposures to potential residual contamination and waste, surveillance activities, record-keeping activities, inspections, groundwater monitoring, ongoing pump and treat activities, cap repair, maintenance of entombed buildings or facilities, maintenance of other barriers and containment structures, access control, and posting signs. The Contractor shall provide for integrated planning of this work scope for the entirety of the Hanford Site, and interim execution of these activities for portions of the Site assigned to the Contractor. The Contractor shall institutionalize these activities across the Site.

The desired outcome is effective and efficient stewardship of Hanford Site resources, which protect human health and the environment following remediation.
Detailed Scope and Requirements

The Contractor shall:

- Maintain a requirements-driven plan for these activities, in accordance with CRD O 430.1 entitled, *Real Property Asset Management*, and CRD O 436.1 entitled, *Departmental Sustainability*, and address, at a minimum, the elements listed below:
  - Responsibilities;
  - Protectiveness of remedies;
  - Protectiveness of the environment;
  - Transition from cleanup to S&M;
  - Communication (internal/external);
  - Information management;
  - Implementation; and
  - Interfaces with other programs.

- Maintain the S&M Plans for each segment or parcel of land, and each reactor Safe Storage Enclosure (SSE) transitioned from the cleanup program to S&M. The Plan shall address activities (e.g., maintaining institutional controls required by ROD(s) record-keeping, inspections, groundwater monitoring, cap repair, maintenance of entombed buildings or facilities, maintenance of other barriers and containment structures, access control, and posting signs) necessary to ensure protection of human health and the environment following completion of remediation, disposal, or stabilization of a site or a portion of a site.

- Work with cleanup contractors, as their area transition and turnover packages are being developed, to ensure a smooth transition from the cleanup program into S&M. Each area transition and turnover package will be tied to a defined decision document (such as CERCLA ROD) geographical area. The deliverable for each subsequent S&M Plan for DOE approval will be submitted in sequence with the cleanup contractor’s area transition and turnover package for a given parcel or segment.

- Ensure information management requirements are addressed in subsections of the Infrastructure Scalability Solution and Implementation Plan (ISSIP).

- Maintain and update the Site-Wide Industrial Controls Plan (TPA primary document) necessitated by applicable DOE-approved decision documents.

- Perform required institutional control assessments for portions of the Site that have been assigned to the Contractor, and coordinate with DOE and OHCs to compile the results of the annual Hanford Site-Wide Institutional Controls Assessment.

- Coordinate with DOE and Site contractors to compile and prepare the Hanford Site-wide CERCLA 5-year reviews, comment response, interim documentation, and lessons learned, in accordance with Hanford Site CERCLA RODs, Hanford Site RCRA post-closure plans, and RCRA Permit corrective actions.

- Execute post-cleanup S&M for those portions of the Site that have been assigned to the Contractor.

- Execute work for those portions of the Site assigned to the Contractor, in accordance with the Hanford Post-Cleanup Program Plan, S&M Plans, and information management requirements addressed in the ISSIP.
• Conduct well-organized, economical, and thorough transitions from other Site contractors and newly-assigned land into the Contractor’s post-cleanup program, in accordance with the Hanford Post-Cleanup Transition Checklist, and the Transition Checklist Process.

• Coordinate with DOE and OHCs to compile and prepare Hanford Site-wide assessments of institutional controls in accordance with Hanford Site CERCLA decisions.

• Notify DOE of discoveries with the potential to affect human health and the environment, requiring significant remediation actions (for newly identified or previously closed waste sites) for those portions of the Site assigned to the contractors. DOE may direct the subsequent remediation, using the Contractor or OHCs.

• Maintain Hanford’s Post-Cleanup Program website.

• Support DOE in preparing briefings (e.g., senior management briefings, Hanford Advisory Board briefings, and others as requested).

• Maintain and update a punch list of items that may or will require future DOE decisions for possible cleanup or other actions.

• Maintain, update and continue to populate the Stewardship Information System data management tool and support the integration with the Stewardship Information Portal.

• Assist DOE in integrated planning of Hanford Site activities, including performing studies and analysis of long-term needs, preparing plans and manuals, and ensuring the post-cleanup principles and requirements are reflected in the Hanford Site resources and area management plans.

Boundaries, Constraints, and Interfaces

Boundaries and Constraints: The majority of the River Corridor has been cleaned up, and a substantial portion of the Hanford Site geographical area has been assigned to the Contractor. The Central Plateau portions of the site are not planned to be transitioned to the Contractor at this time.

Interfaces: Federal and state regulators, the Hanford Advisory Board, Tribal Nations, and local municipalities for the purpose of regulatory compliance.

C.4.9.4 Tribal Nations

Background

Since the Hanford Site was established, the Tribal Nations have stated there are areas of special significance located within the Hanford Site. DOE works with the Confederated Tribes and Bands of the Yakama Nation, Confederated Tribes of the Umatilla Indian Reservation (CTUIR), the Nez Perce Tribe, and the Wanapum Band. The role of Tribal Nations is guided by DOE O 144.1, Department of Energy American Indian Tribal Government Interactions and Policy, in communicating DOE, programmatic, and field responsibilities for interacting with American Indian governments. DOE O 144.1 incorporates both the policy and the consultation guidance for working with Tribal Nations, and defines cultural resources as including sacred sites that have importance to American Indian peoples. Under Executive Order 13007, Indian Sacred Sites, as federal managers of the Hanford Site, DOE should accommodate access and use, and avoid adversely affecting the physical integrity of sacred areas.

The Contractor shall assist DOE on an ongoing basis to achieve meaningful consultation with American Indian tribes on a Government-to-Government basis.
Key Customers

- DOE
- Tribal Nations

General Scope and Outcomes

The Contractor shall:

- Designate a point(s) of contact within its organization to interact with the CO and in coordination with the DOE Tribal Program Manager and DOE Tribal Program Specialist.

- Ensure activities and work conducted by the Contractor or its subcontractors at the Site appropriately protect the human health and safety, environment, cultural resources, treaty rights, reserved treaty, and other legal rights of the federally recognized American Indian Tribes.

- Ensure adequate and appropriate contractor management visibility and accountability within the Contractor’s organization, and appropriate integration with DOE’s American Indian Tribal Government interactions. Use existing DOE training programs or develop educational materials to train employees about affected tribes, their tribal governments, culture, treaty and reserved treaty and other legal rights. If materials need to be developed, coordination shall occur with the DOE Tribal Program Manager.

- Communicate timely and openly with the CO, DOE Management, the Tribal Program Manager and the federally recognized American Indian tribal governments, about the Contractor’s proposed work that may involve tribal rights and interests (including, but not limited to, environmental monitoring and compliance, emergency operations and management, and local citizens’ advisory boards). Include tribal governments through the development and implementation of proposed work. Notification is intended to allow for reasonable and timely comment by the American Indian Tribe prior to the preparation and execution of the proposed work.

- Support and cooperate with DOE in meeting its obligations, under applicable laws, regulations, treaties and other applicable agreements, in its Government-to-Government relations and consultation with federally recognized American Indian Tribal Governments.

DOE will coordinate with the Contractor on work identified in the MOUs with the CTUIR and the Wanapum Band of Indians, existing agreements made with tribes as part of mitigations for NEPA or the National Historic Preservation Act of 1966 (NHPA), and future agreements made with tribes as part of mitigations for NEPA or NHPA.

Detailed Scope and Requirements

DOE may coordinate with the Contractor to support activities such as:

- Tribal revegetation and rehabilitation project action.
- Support of a tribal sampling and data management program.
- Implementation and oversight of management plans for tribal access and use of cultural protected areas.
- A tribal seed collection protocol.
- Collaboration with DOE to support tribal participation in post-cleanup S&M activities.
• Coordination with the DOE Tribal Program Manager and Tribal Specialist for tribally related activities and Government-to-Government consultations.

**Boundaries, Constraints, and Interfaces:** None.

**C.4.9.5 Hanford Natural Resource Damage Assessment**

**Background**

Under the umbrella of CERCLA, when contaminant releases are suspected to have led to “injury” of natural resources, federal law requires Government officials, acting as natural resource “trustees,” to conduct a natural resource damage assessment (NRDA) process. The objective of this process is to restore, replace, or acquire the equivalent of the injured natural resources and to compensate the public for loss of services that occurs while natural resources are in an injured state. The DOI promulgated regulations that establish a framework and a set of procedures for conducting an NRDA.

These regulations define three sequential NRDA phases:

• Pre-assessment;
• Injury assessment; and
• Post-assessment/restoration.

The post-assessment/restoration phase may involve restoration in some areas of the Hanford Site. During the post-assessment/restoration phase, the trustees prepare an assessment report and make a formal claim for damages from the responsible parties. On settlement of the claim or awarding of damages, this phase concludes by implementing a restoration plan. The objectives of this plan are to restore affected natural resources to their baseline condition and compensate the public for the interim loss of services resulting from those resources. Although most restoration projects begin during the post-assessment phase, some restoration projects may occur earlier in the NRDA process. The Hanford NRTC may agree upon early restoration activities on Hanford, where feasible and appropriate, to accelerate Site recovery.

**Key Customers**

• DOE
• OHCs

**General Scope and Outcomes**

The Contractor shall provide technical, project management and administrative support to DOE associated with NRDA. The desired outcome is a program that produces integrated, compliant, and credible information that directly supports NRDA.

**Detailed Scope and Requirements**

The Contractor shall:

• Provide technical and administrative support to DOE to meet its Hanford NRTC obligations, including performing studies and assessments, attending meetings, coordinating scientific information, retrieving document(s), and providing meeting summaries, as determined by DOE.
• Support NRDA projects for the Hanford Site.
• Provide support of sampling and analysis for radiological release of selected lands, as determined by DOE.
• Provide and interpret technical environmental data for the public, as directed by DOE.

**Boundaries, Constraints, and Interfaces**

Boundaries and Constraints: None.

Interfaces: NRTC members, their organizational staff and contractors.

**C.4.9.6 Cultural and Historical Resource Program**

**Background**

The Hanford Site contains numerous archaeological sites, historical sites, districts, buildings, landscapes, and associated collections and artifacts dating from 11,000 years ago to the plutonium production of the Manhattan Project and Cold War period, as well as cultural protected areas and traditional cultural properties of cultural and religious significance to contemporary communities. The Cultural and Historic Resource Program directly, in conjunction with OHCs, assures compliance with associated laws, DOE orders and policy directives, and legally-binding agreements designed to identify and protect these resources.

**Key Customers**

• DOE
• OHCs

**General Scope and Outcome**

Develop, coordinate, integrate, and maintain the Cultural and Historic Resource Program. Protect Hanford Site cultural and historic resources. Coordinate associated reviews of federal undertakings conducted on the Hanford Site. Document potential effects and address real or potential impacts to cultural resources. Protect important cultural resources, and maintain and manage cultural resource records, databases, and archaeological and historical artifact collections and their associated records.

The desired outcome of the Cultural and Historic Resource Program is that DOE’s cultural and historical resources, buildings, landscapes, cultural protected areas and associated artifact collections on the Hanford Site are preserved, protected and curated in accordance with applicable laws and regulations and agreements.

**Detailed Scope and Requirements**

**C.4.9.6.1 Program Development, Coordination and Integration**

The Contractor shall:

• Develop, implement and maintain procedures to comply with the requirements of the NHPA, *American Indian Religious Freedom Act of 1978* (AIRFA), *Archaeological Resources Protection Act of 1979* (ARPA), *Native American Graves Protection and Repatriation Act of 1990* (NAGPRA), and other applicable cultural resources, laws, regulations, agreements, and DOE orders and policy directives.

• Integrate, maintain and use cultural and historic resource documentation available to support determinations of the potential impacts of planned Hanford Site activities prior to initiating operations.
• Coordinate fieldwork and surveys with OHCs, Tribal Nations cultural representatives, and, as needed, stakeholders and interested parties.

• Integrate cultural resource activities in coordination and communication with OHCs, Tribal Nations cultural representatives, and, as needed, stakeholders and interested parties. Maintain a long-term protection program at National Register of Historic Places (NRHP) and NRHP-eligible sites, buildings, landscapes, cultural protected areas, archaeological sites with human remains, and high-risk archaeological areas.

• Protect and minimize impacts to NRHP-eligible sites, archaeological sites with human remains, and high risk archaeological areas by Hanford Site activities.

• Evaluate and document impacts to protected resources, as required by NHPA, AIRFA, ARPA, NAGPRA, and Executive Order 13007, Indian Sacred Sites, as directed by DOE.

• Coordinate, assess, and provide treatment and mitigation options to DOE, for sites and cultural resources impacted by natural or human actions. Develop and conduct Cultural Resources Awareness and Cultural Resources Management training for OHCs, and update and maintain the DOE Cultural Resources Training modules, as needed.

• Assist the Hanford fire and emergency response activities by providing information on sensitive cultural areas, as needed.

• At CO direction, maintain and operate visitor center(s) and/or historic sites.

• Support cultural resource monthly meetings.

C.4.9.6.2 National Historic Preservation Act Section 106 Compliance

The Contractor shall:

• Meet professional standards under regulations developed by the Secretary of Interior Standards and Guidelines (36 CFR 61, Procedures for State, Tribal, and Local Government Historic Preservation Programs).

• Develop criteria and guidance for determining when NHPA Section 106 reviews are necessary.

• Conduct NHPA Section 106 Reviews for the OHCs.

• Comply with and track implementation and completion of NHPA Section 106 reviews and associated work conditions, MOAs, programmatic agreements, treatment plans and cultural management plans.

National Historic Preservation Act Section 110 Compliance

The Contractor shall:

• Protect and monitor cultural resources that are listed in or may be eligible for the NRHP in a way that considers the preservation of their historic, archaeological, architectural, and cultural values.

• Support preservation of cultural resources including identification, evaluation and nomination to the NRHP.

Native American Graves Protection and Repatriation Act Compliance
The Contractor shall:

- Meet professional standards for the identification of human remains and faunal materials.
- Support inadvertent discoveries of human remains procedures as needed.
- Maintain and manage inadvertent discovery information.

**C.4.9.6.3 Information Management for Cultural Resources**

The Contractor shall:

- Meet professional standards for information management, including oral histories.
- Maintain and manage Hanford Site cultural resource project and site files, reference library, databases, and digital archives, including the GIS database and records associated with Hanford collections and oral histories. Access and provide records in accordance with the procedure.
- Develop and manage a site-wide Cultural Resources tracking system.
- Develop, integrate, implement and maintain an e-106 system for data sharing, security, and access, with robust data summary report-writing capabilities and the ability to generate automated correspondence.
- Develop and implement a procedure specifying data requirements and standards, QC measures, digitation of old records, curation and access protocols and data integration and updating strategies.
- Provide regular updates to support the Cultural and Historic Resource Program webpage.

**C.4.9.6.4 Curation Services and Collections Management**

The Contractor shall:

- Be responsible for providing curation services for all current and future Pre-Contact, Native American, Euro-American, Manhattan Project/Cold War, and modern artifacts and artifact collections and files, in accordance with current agreements, short-term and long-term loan agreements or contracts, and in accordance with future agreements to be finalized with other entities and federal agencies as may be appropriate.
- Develop and initiate implementation of a curation services plan for DOE that is responsive to such agreements and contracts.
- Develop and administer long-term loan agreements, contracts, and memoranda, with other repositories, for curation services and repository space for DOE’s artifact collections and files in accordance with the applicable requirements (such as, 36 CFR 79, *Curation of Federally-Owned and Administered Archaeological Collections*).
- Process and analyze artifacts collected as a result of field work, field surveys and facility walkdowns.
- Evaluate previously unprocessed items/artifacts and physically review new items/artifacts for possible inclusion in collections, in accordance with criteria established in DOE/RL-97-71 and 36 CFR 79.8 entitled, *Terms and conditions to include in contracts, memoranda and agreements for curatorial services*.
Evaluate new items brought to the attention of DOE, through internal or external notification, for potential inclusion in DOE’s collections.

Digitally photograph items that cannot be collected, retrieved or released, as a method of preservation; maintain a digital archive of the photograph collection consistent with the above-mentioned DOE report. The digital collection must be available to the COR online or by a transferable electronic media source such as a CD.

Curate the collections using appropriate methods and containers as directed by applicable codes and requirements (such as 36 CFR 79.8 entitled, Terms and conditions to include in contracts, memoranda and agreements for curatorial services.).

Provide access to collections as requested by DOE and in accordance with existing laws and regulations and loan agreement.

Conduct inspections and inventories in accordance with 36 CFR 79.11, Conduct of inspections and inventories.

Provide regular updates to support the Cultural and Historic Resource Program.

**Boundaries, Constraints, and Interfaces**

Boundaries and Constraints: None.

Interfaces: Tribal Nations, State Historic Preservation Office, Advisory Council on Historic Preservation, USFWS; DOE-HQ Federal Preservation Office, and other Government agencies to ensure that cultural and historic resources are protected in accordance with applicable laws and regulations.

### C.4.9.7 Environmental Integration

The Contractor shall provide ready-to-serve appropriate staff and corporate capability in the area of Environmental Integration with respect to the DOE’s mission, which includes cleanup, federal land, natural and cultural resources management, legacy management, and compliance with environmental requirements. The Contractor shall address the Environmental Integration work scope in the Hanford Site Interface Management Plan. The Environmental Integration Program shall be managed in accordance with current DOE directives and local requirements documents.

The Contractor shall to provide integration services, including developing and managing a system where common elements of the work are identified for programs and Site Users (see definition in Section J, Attachment J-3 entitled, Hanford Site Services and Interface Requirements Matrix), and the system and information are organized such that information is a) efficiently stored and retrievable, b) avoids duplication of studies and field surveys, and c) reduces redundancy of databases. The Contractor’s organization shall reflect the functional relationships of the work performed under this Contract.

Also, NEPA requires an interdisciplinary process and cannot be performed by one individual.

For the purposes of executing NEPA, the term Site-wide may mean, depending on the context, a program, activity, study, or document for the Site, or individual activities, studies, or documents anywhere on the Site. NEPA applies to activities off the Hanford Site if, for example, a plan, program, or project is approved or funded by DOE. Whether a plan, program or project is subject to NEPA will be determined by DOE.
C.4.9.7.1 NEPA Planning and Program Support

Background

The NEPA applies to federal agencies and actions. The Contractor NEPA support requested by DOE may include preparation of NEPA Review Screening Forms (NRSF), requests for CXs, EAs, and providing input to contractors conducting EISs, but not preparing EISs. For the Hanford Site, EISs are prepared by offsite contractors. Preparation of NRSFs and CXs are a NEPA Program Support function. NEPA Planning, conducted early in project or plan formulation (e.g., infrastructure master plans, land management plans), is also a Program Support function for the actions included in the Contractor’s areas of responsibility. The Contractor shall be responsible for integrating NEPA program administration with OHCs, as described later in this section.

DOE will decide the level of NEPA documentation required for an action, or whether existing NEPA documents adequately address potential environmental impacts and mitigation measures.

Actions subject to NEPA include new and continuing activities, including projects and programs financed, assisted, conducted, and regulated by federal agencies. Examples of NEPA actions include: adoption of official policy, such as rules, regulations and interpretations; adoption of formal plans that guide or prescribe alternative uses of federal resources, that future agency actions will be based upon; adoption of programs, such as actions to implement a specific policy or plan; systematic and connected agency decisions allocating agency resources; and approval of projects such as construction or management activities.

NEPA documents include EAs, EISs, RODs, and Findings of No Significant Impact (FONSI), Environmental Impact Statements (EIS), and RODs.

Key Customers

- DOE
- OHCs

General Scope and Outcome

The Contractor shall provide ready-to-serve capability to support DOE in compliance with NEPA. The Contractor shall provide assistance to the Hanford NEPA Compliance Program upon request and as directed by DOE. This assistance may include, but is not limited to, development and implementation of NEPA compliance policies and procedures; development and implementation of employee training; assistance with the preparation of NEPA documentation and related ecological and cultural resource studies; records system development and management, including for the NEPA AR; integrated NEPA support; and NEPA project tracking systems. The Contractor shall ensure that NEPA review is initiated early in the planning process for actions defined below, and fully integrated with work planning and control processes.

Actions subject to NEPA include new and continuing activities, including projects and programs financed, assisted, conducted, or regulated by federal agencies. Examples of actions include:

- Adoption of official policy, such as rules, regulations and interpretations.
- Adoption of formal plans that guide or prescribe alternative uses of federal resources, upon which future agency actions will be based.
- Adoption of programs such as actions to implement a specific policy or plan, or systematic and connected agency decisions allocating agency resources.
• Approval of projects such as construction or management activities.

Contractor specialized expertise for NEPA support shall include staff who are knowledgeable of the laws, regulations, executive orders and other requirements and guidance addressed in NEPA documents including, but not limited to:

- Section 404 of the Clean Water Act of 1977 (CWA);
- Clean Air Act of 1990 (CAA);
- Section 7 of the Endangered Species Act of 1973 (ESA);
- Magnuson-Stevens Fishery Conservation and Management Act;
- Migratory Bird Treaty Act of 1918 (MBTA);
- Bald and Golden Eagle Protection Act of 1940 (BGEPA);
- NHPA;
- ARPA;
- NAGPRA;
- Executive Order 11988, Floodplain Management; and
- Executive Order 11990, Protection of Wetlands.

**Detailed Scope and Requirement**

The Contractor shall provide applicable data, requested reviews and analyses, and prepare NEPA documents as required by DOE, prepare NEPA Review Screening Forms or CXs, and provide support as requested by DOE for EISs prepared by offsite contractors. The Contractor shall conduct the necessary fieldwork studies, and prepare documentation for non-DOE NEPA actions when requested by DOE.

Contractor ready-to-serve capability shall include staff who are SMEs in NEPA, with the requisite training, experience and knowledge to provide the services requested by DOE. Contractor staff performing support for NEPA, including the managers of the staff, shall have at least equivalent qualifications for SMEs as is required for DOE staff. Qualifications of staff shall be reviewed and approved by the DOE NEPA Compliance Officer (NCO) prior to being selected for or assigned NEPA roles. For a Contractor NEPA Document Manager (NDM), in addition to education and experience, qualifications shall include the skill set necessary for an NDM, such as ability to lead an interdisciplinary team, ability to communicate well (verbally and in writing), and project management skills that include developing and managing project scope of work, schedule, and budget.

State land use and resource protection laws do not apply on federal property such as the Hanford Site. When a state permit is required, (such as a RCRA permit), the state agency may request that a State Environmental Policy Act (SEPA) checklist be prepared. However, if the action that is the subject of the permit has been evaluated under NEPA, the SEPA procedures allow a state or local agency to adopt the NEPA document. The Contractor shall not make commitments to prepare a SEPA document, or prepare a SEPA document, unless the DOE NCO has determined that it is necessary.
In coordination with the OHCs, the Contractor shall:

- Develop guiding principles and procedures for an integrated administration of NEPA Planning and Program Support. OHCs are responsible for their contract responsibilities; however, the Contractor shall provide the integration of NEPA across the Hanford Site.

- Include in the Contractor’s guiding principles and procedures an efficient, holistic and comprehensive approach for accomplishing functionally-related work that avoids segmentation of a plan or project into smaller components based on, for example, fiscal year funding.

- Provide a forecast of NEPA-related work for the Annual and Multi-year Baseline to DOE by January 10.

- Provide a plan and schedule for submittal of the NEPA Annual Planning Summary to DOE by October 30.

- Evaluate the impacts of new environmental laws, legislations and regulations related to NEPA or SEPA, and include an assessment of the cost impacts or savings associated with implementation and promptly notify DOE of results. The Contractor’s assessment of new or proposed changes to NEPA or SEPA shall be provided to the DOE NCO.

- Provide a forecast for the Annual and Multi-year Baseline of environmental permits, NEPA documents, NHPA Section 106 reviews, and ecological reviews (including for ESA and other environmental protection laws) expected for the coming year, to the DOE Cultural Resources Program Manager, the DOE Ecological Resources Program Manager, and the DOE NCO.

- Develop, manage, maintain, and perform assessment of the official NEPA AR database to determine the adequacy of the AR to meet regulatory requirements. Propose corrective actions and a schedule for implementation, which shall be provided to the DOE NCO.

**Boundaries, Constraints, and Interfaces**

Boundaries and Constraints:

- The Contractor provides support to DOE at DOE’s request and may not make NEPA or SEPA commitments or represent DOE to others.

- The Contractor shall conduct periodic reviews of NEPA compliance efforts at the policy and line levels as part of its performance assurance program. The Contractor shall not undertake on DOE’s behalf an action that is subject to NEPA until DOE has notified the Contractor that DOE has satisfied applicable NEPA requirements.

Interfaces: At the request of DOE, interfaces include DOE (for Pacific Northwest Site Office [PNSO]/PNNL activities performed on the Hanford Site), OHCs, other Hanford users, stakeholders, concerned public, and tribes.

**C.4.9.8 Environmental Compliance Support**

**C.4.9.8.1 Environmental Monitoring**

**Background**

Environmental Monitoring provides multimedia environmental monitoring to measure the concentration of radionuclides and chemicals in environmental media (exclusive of the groundwater monitoring program) in order to assess the integrated effects of these materials on the environment and the public.
Samples collected by environmental monitoring are analyzed for very low environmental concentrations of radionuclides and chemicals, including metals, cations, anions, semi-volatile and volatile organic compounds. This function focuses on routine operational and legacy releases from DOE facilities on the Hanford Site. Environmental monitoring is also used to detect and quantify unplanned releases and operational releases from non-DOE operations on or off the Hanford Site. The information produced by this program is published in an annual public report, and it is also integrated with environmental cleanup mission worker health assessment activities. This information may also be used by DOE in fulfilling its NRTC responsibilities.

Key Customers

- DOE
- OHCs

General Scope and Outcome

The Contractor shall provide an environmental monitoring and reporting program that includes sample collection and analysis, contaminant containment assessments, and exposure/impact analyses.

The desired outcome of Environmental Monitoring provides environmental data for the Hanford Air Operating Permit (AOP) DOE O 458.1 entitled, *Radiation Protection of the Public and Environment*, and specific project operations that are credible, accurately characterized with applicable QA standards, compliant with applicable regulations and DOE Orders, and provide assurance to the workers and public that dose and risk from Hanford contaminants are well understood.

The Contractor shall build/procure a new data management system that handles the entire Environmental Surveillance Program. The new database is required to introduce new technology (such as QR codes) for sample tracking from form generation, field collection, lab analysis, and data reduction, to reporting. This database shall assist in maintaining environmental monitoring findings. A new sample management and tracking system will allow data trending, plotting, and reporting. The new database should provide a method to track sample costs on a per-media basis.

The new integrated database shall allow for improved cross-training, improved resource backup, and minimization of data entry and data maintenance errors. The following is a summary of general system requirements:

- Provides the capability for handling a wide variety of sample media.
- Provides automated e-mail alerts/generation to DOE, DOH, and laboratories.
- Integrated with onsite GIS system.
- Provides a single site-wide database system for Hanford Contractor’s data.
- Maintains environmental monitoring data.
- Allows electronic signatures and workflow.
- Interfaces with the current Hanford Environmental Information System and IDMS database systems.
- Allows a migration of historical data.
- Allows various types of data trending and data statistical analyses.
- Provides query and reporting capabilities.
- Provides cradle-to-grave sample tracking via barcode and QR code.
- Provides for electronic form generation capabilities.
- Provides for schedule generation.
- Provides for invoice and inventory tracking.
- Provides dashboard capabilities, including tracking and reporting of sample status.
- Allows flexible configuration control.
- Interfaces with field mobile applications.

**Detailed Scope and Requirements**

The Contractor shall:

- Conduct environmental monitoring and assess contaminant levels in the Hanford environs and nearby communities. The monitoring program shall include sampling of air, surface water, sediment, agricultural products, fish, and wildlife.
- Develop sample and characterization methods and apply these methods to determine individual organism health in species with high potentials for exposure and uptake of contaminants, in coordination with contaminate monitoring activities conducted through the Environmental Monitoring function.
- Notify DOE within one (1) working day of anomalous result, as specified by CRD O 458.1 entitled, *Radiation Protection of the Public and the Environment*.
- Notify DOE and the DOH within the AOP-specified timeframe of an air monitor being offline.
- Negotiate with DOE and the DOH the movement of AOP-listed air monitors.
- Perform cumulative assessments of onsite and offsite environmental impacts and offsite human health exposures from Hanford Site operations.
- Characterize the pathways of exposure to members of the public.
- Characterize the exposures and doses to individuals and to the nearby population.
- Estimate contaminant dispersal patterns in the environment.
- Measure the ambient external radiation levels in the environment.
- Detect and characterize releases from Hanford Site activities.
- Assess impacts and risks of Hanford contaminants on human health and the environment for the Annual Site Environmental Report, in accordance with CRD DOE O 231.1B entitled, *Environmental Safety and Health Reporting*, and in support of Hanford cleanup activities as requested. Data and analyses shall be made available for Hanford risk assessment activities.
- Annually review the environmental monitoring program design and implementation, sample collection, sample analysis, data management, data review and evaluation, exposure assessment, and reporting requirements.
- Accurately calculate the potential radiation dose to humans, aquatic organisms, terrestrial biota, hazard quotient for the evaluation of risk to biota, and the carcinogenic and non-carcinogenic risks to humans.
- Ensure that environmental monitoring data is made available for use in dose reconstruction efforts, site characterizations performed in conjunction with ongoing site environmental restoration activities,
monitoring of biological impact, contaminant transport model verification, and support of groundwater/vadose zone integration initiatives.

- Align the program with current operations and missions, focused on those contaminants having the greatest contribution to the potential offsite dose.

- Conduct environmental monitoring programs in an integrated fashion to preclude collection of duplicative environmental data.

- Ensure analytical capabilities include the measurement of radionuclides at very low environmental concentrations, as well as a complete list of non-radiological chemicals.

- Evaluate potential impacts to the biota in vicinity of DOE activities.

- Ensure early identification of, and support response to, potential adverse environmental impacts associated with DOE operations (such an impact may be the uncontrolled release of radioactive material by air dispersion).

- Prepare the annual Hanford Site Environmental Report that documents Hanford Site environmental compliance status, environmental conditions on and around the Hanford Site, and the potential offsite public radiological exposure resulting from Hanford operations.

- Prepare and coordinate the Hanford Site Environmental Monitoring Master Sampling Schedule.

- Ensure environmental monitoring related methods of sample collection, analysis, interpretation, and reporting are consistent across the Hanford Site to assure usability, consistency and comparability of the data with other DOE Hanford projects and OHCs.

- Determine if sampling locations and analytics could contain proprietary or sensitive information and work closely with DOE to determine appropriate controls for the information.

- Align the environmental monitoring with the needs of the environmental cleanup, restoration, and assessment activities at the Hanford Site, since the information generated by the program is extensively used by Site contractors.

**Boundaries, Constraints, and Interfaces**

Boundaries and Constraints: The Contractor shall provide notice to DOE prior to meeting with non-DOE parties. The Contractor shall not make commitments for the government.

Interfaces: Regulators, stakeholders, DOH, and the Tribal Nations to share and interpret environmental surveillance data.

**C.4.9.8.2 Ecological Monitoring and Compliance**

**Background**

The objective of the Ecological Monitoring and Compliance function is to maintain a system that ensures DOE is in compliance with applicable ecological resource-related laws and regulations, including the ESA, BGEPA, MBTA, and Federal Water Pollution Control Act (aka CWA).

Ecological Review is a process for evaluating potential impacts to ecological resources before they occur and mitigating adverse impacts if they do occur, and Ecological Resources include plants, animals (including fish), wetlands and floodplains.
Key Customers

- DOE
- OHCs

General Scope and Outcome

The Contractor shall conduct and document ecological monitoring and compliance reviews to ensure environmental compliance for Hanford Site-related actions that have the potential for affecting the ecological environment.

The desired outcome of the Ecological Monitoring and Compliance function is the identification and documentation of Biological Resource Management Plan levels 1, 2, 3, 4, and 5 resources. Monitoring of resources within these categories will be prioritized based on data needs and potential for impacts from activities on the Hanford Site. Monitoring shall be sufficient to identify and document actual and potential impacts of Hanford operations on natural resources; and to promote planning for the long-term conservation and protection of Hanford Site natural resources as the fiduciary of edaphic, rock, mineral, water, air, geomorphologic, viewscape, cultural, plant, animal, cryptogamous, and other natural resources.

Detailed Scope and Requirements

The Contractor shall:

- Provide a forum to obtain feedback from those to whom ecological reviews are provided and modify the ecological review process for continuous improvement.
- As approved by DOE, conduct and document monitoring of priority habitats and species using a graded approach. Document the status of sensitive species found or potentially found on the Hanford Site.
- Assess impacts to ecological resources from activities on Hanford and legacy contaminants in the environment and evaluate the cumulative impacts of activities on these resources. If impacts to ecological resources that have not been previously reported are identified, provide DOE Ecological Program Manager a written summary of those impacts within five (5) working days.
- Conduct ecological reviews as requested by Site users, and identify and quantify ecological impacts to the extent practicable.
- Characterize and define changes or trends in the condition of Hanford ecological resources that may result from causes external to the Hanford Site.
- Define and map significant habitats, species distribution, floodplains and wetlands, for use in land-use planning, ecological risk assessment, and mitigation action planning.
- Perform surveys and monitor compliance with applicable requirements during the appropriate times of the year to document changes to protected ecological resources.
- Maintain an integrated data system on the regulatory status and distribution of species and habitats of concern on the Site. The data will include information necessary for tracking reviews, as well as a record of the field data necessary to evaluate impacts and compliance needs.
- Assist the Hanford fire and emergency response activities by providing information on sensitive species and habitat for purposes of controlled burns, establishing pre-fire firebreaks, and initial attack fire lines.
• Support efforts to determine if injuries have occurred to Hanford natural resources, including threatened and endangered species or populations on the Hanford Site and the Columbia River, as determined by DOE. Injuries are defined by the CERCLA Natural Resource Damage Regulations and Guidance.

• Integrate bird takes among the contractors for the Site-wide MBTA Compliance Program which is the single point of contact with the USFWS who manages a single, Site-wide MBTA take permit for DOE.

• Serve as the single point-of-contact for Site-wide best management practices for protection of fish, wildlife, and habitats.

• Provide ecological reviews and analyses, at DOE’s request, for NEPA efforts.

• Provide administrative and technical support to the NRTC activities.

• Coordinate an annual review with DOE counterparts on the suite of ecological compliance procedures and documents to determine if they need to be reviewed or revised in the next fiscal year.

Boundaries, Constraints, and Interfaces

Boundaries and Constraints:

• DOE is the permittee for the MBTA take permit.

• DOE is the Trustee for Natural Resources.


C.4.9.8.3 Biological Controls

Background

Biological Controls is a service to control noxious weeds, industrial weeds, other vegetation, and animal pests. The program controls vegetation on approximately 2,000 acres, traps and removes animals, and eliminates insect infestations. An important function of Biological Controls is, in concert with Radiological Controls, the control of both plant and animal radiologically contaminated vectors.

Key Customers

• DOE

• OHCs

General Scope and Outcome

The Contractor shall provide an effective Hanford Site-wide biological control program that complies with ESH&Q principles.

The desired outcome of the Biological Controls service is effective control and minimization of noxious weeds, industrial weeds, other vegetation, and animal pests, to ensure the protection of Hanford Site workers and the public from contamination spread by biological vectors, and to revegetate areas where erosion can expose the environment, workers, and the public to blowing dust or contamination.

Detailed Scope and Requirements

The Contractor shall:
• Control noxious weeds, industrial weeds, other vegetation, and animal pests for the purposes of protecting employees, the public, and Hanford Site cultural and environmental (including biological) resources.

• Maintain facilities, roadways, fence lines, waste sites, radiological areas, and tank farms free of windblown tumbleweeds; perform spray operations and related activities in radiological areas; perform tumbleweed burning activities; post unidentified underground radioactive material areas as discovered during biological control operations; and perform animal control operations (fly traps, rebaiting).

• Respond to Hanford Site animal control calls, coordinate biocide applications at site facilities, and provide equipment/technical expertise (to assist with the road maintenance function) in liquid de-icing activities during winter months as needed.

• Provide technical coordination on aerial herbicide applications for noxious weed and selective weed control and collect native plant seeds for use in revegetation plots. Areas bladed beyond the normal control swath shall be treated with selective and nonselective herbicides.

• Maintain and provide records and reports applicable to Biological Controls, including ESH&Q documentation, configuration management, performance trending, lessons learned feedback, correction action tracking, self-assessment activities, and coordination with DOE, state, and local authorities regarding ESH&Q matters.

• Submit event reports in accordance with DOE occurrence reporting requirements.

• Revegetate waste sites and operations areas where erosion could compromise worker safety and ongoing Site operations.

Selective and non-selective herbicide applications shall be scheduled for applications during the year, depending on vegetation growth on radioactive and waste sites.

Waste and radiation sites shall include a fifteen (15) foot buffer zone outside the affected zone, to control deep-rooted vegetation.

**Boundaries, Constraints, and Interfaces**

Boundaries and Constraints: WAC 16-233-215 entitled, *Worker Protection Standards*, pesticide labels, and 40 CFR 170.130 entitled, *Pesticide safety training for workers*. Pesticide safety training for workers are the standards for pesticide applications. The purpose of these requirements is to protect workers and pesticide handlers from exposure to pesticides.

Interfaces: Benton, Grant, and Franklin County Noxious Weed Control Boards, USFWS, and U.S. Army Corps of Engineers for coordination of biological control activities near the Hanford Reach National Monument, and the Washington State Department of Agriculture Pesticide Management Division, EPA, DOH, and Ecology.

**C.4.9.8.4 Environmental Regulatory Management**

**Background**

Environmental Regulatory Management includes a multitude of interfaces, relationships and liaisons with a wide variety of regulatory agencies and organizations, including the DOH Radiation Protection Office, the DOH Spokane Office (water and sewage) Ecology Nuclear Waste Program Office, the Benton Clean Air Agency, the EPA Region X and the EPA Hanford Project Office. The major drivers for this scope
include the TPA; AEA; NEPA; Clean Air Act of 1990; Water Quality Act of 1987; CERCLA; RCRA; Toxic Substances Control Act of 1976 (TSCA); Federal Facility Compliance Act of 1992; Administrative Procedure Act of 1946; Safe Drinking Water Act 1974 (SDWA); ESA; MBTA; American Antiquities Act of 1906; 10 CFR 1022, Compliance with Floodplain and Wetland Environmental Review Requirements; and a variety of other legal and regulatory requirements applicable to the Hanford Site Mission.

The information generated by this scope of work is used by numerous projects within DOE. As such, the Contractor shall ensure that its activities are closely aligned with the needs of the DOE as a federal land manager, as a CERCLA Potentially Responsible Party (PRP), and as a RCRA Permittee conducting corrective actions to clean up past practices hazardous waste contamination.

Key Customers

- DOE
- OHCs

General Scope and Outcome

The Contractor shall establish an environmental program that is compliant with applicable laws, regulations, DOE directives, and develop within one (1) year after contract award, an Integrated Site-wide Environmental Protection and Compliance Plan for DOE approval. The Contractor shall have two (2) primary responsibilities in the area of Environmental Regulatory Management:

- As DOE’s SME, Site-wide management, planning, administration, integration, permitting, and compliance, in coordination with OHCs; and

- Contractor-specific work scope for environmental permitting and compliance.

The Contractor shall obtain concurrence from other affected OHCs for Site-wide environmental documents. The Contractor is not responsible for directing technical work of other Site contractors. The Contractor is responsible for obtaining work scope unit-specific permit modifications and working with DOE to obtain time extensions from the regulators for permit modifications, as required. OHCs are responsible for working with DOE to obtain their own unit specific permit modifications and time extensions from the regulators, in coordination with the Contractor as DOE’s integrating contractor.

See Section C entitled NEPA Planning and Program Support, regarding the Contractor responsibilities under NEPA, including integration with other Site contractors.

The desired outcome is integrated Site-wide environmental products and services that enable timely and compliant project execution of the Contract and other affected DOE contractors.

Detailed Scope and Requirements

Site-wide Environmental Management System (EMS) and Sustainability Implementation

- DOE-HQ Strategic Sustainability Performance Plan (SSPP) and EMS – In conjunction with OHCs and DOE, the Contractor shall develop a Site-wide EMS Program Management Plan (PMP) to address the Site-wide elements of EMS that implement and track the progress of meeting the annual goals and objectives as promulgated in the annual DOE-HQ SSPP. The Contractor shall use the current reporting mechanism for reporting EISA 432 Covered Facilities (for example, DOE Sustainability Dashboard)

- Reporting – The Contractor shall use the FedCenter EMS scorecard format to develop Site-wide metrics in coordination with the Annual Site Sustainability Plan, and report performance for EMS-related programs (e.g., pollution prevention, chemical management, affirmative procurement,
Green Buildings construction, alternative energy use, and water conservation) in their respective reporting venues (e.g., specified databases or paper reports), in the Annual Site Environmental Report, and on the Annual FedCenter EMS Scorecard report.

**Site-wide Enforcement Actions and Compliance Issues**

As DOE’s SME integrator for the following Site-wide Enforcement Actions and Compliance tasks, the Contractor shall:

- **Enforcement Actions:**
  - Track, trend, and evaluate Site-wide enforcement actions.
  - Coordinate an integrated response when the enforcement action affects, or has the potential to affect, more than one contractor or DOE Field Office.
  - Develop a protocol, in conjunction with OHCs, for managing and coordinating enforcement inspections on a Site-wide basis.

- **Compliance Issues:**
  - Track, trend, and evaluate Site-wide compliance issues, e.g., Notices of Violation (NOV), Potential NOV, High Priority Violations, and Notices of Concern.
  - Coordinate an integrated response when the compliance issue affects more than one contractor or DOE field office.

- **Inspection Actions:**
  - With input from, and in collaboration with OHCs, track regulatory inspections conducted and planned at the Hanford Site.
  - The Contractor shall provide data (automated or written) on inspections and regulatory actions completed, additional items requested by the inspector, initiated responses, and closure of the inspection at the Hanford Site (or offsite) due to a Hanford action.
  - The Contractor shall trend and evaluate Site-wide inspections.

**Site-wide TPA Technical Support**

In coordination with OHCs, the Contractor shall:

- Provide DOE technical and regulatory analysis to support DOE in its role of managing the TPA for the Hanford Site.
- Develop, maintain, and implement TPA processes and procedures (e.g., public meetings, change control, and dispute resolution).
- Track TPA milestones and coordinate Milestone Reviews.
- Coordinate the Inter-Agency Management Integration Team and other TPA-related meetings, as requested (e.g., monthly Project Manager Meetings, including issuing agendas and preparing meeting minutes).
- Assist DOE in dispute resolution.
• Develop and maintain a Site-wide TPA process for preparing Remedial Action Completion Reports and Corrective Measures Reports and requesting regulatory approval of waste site remediation, through a certificate of completion, in compliance with TPA Sections 7.3.10 and 7.4.4.

• The Contractor shall obtain advance concurrence, or approval (as required) from DOE and coordinate with other affected OHCs.

Hanford Site Administrative Record and Information Repositories
The Contractor shall establish, manage, and maintain integrated Hanford Site AR and PIRs that meet applicable requirements of the TPA (e.g., CERCLA, RCRA, the Administrative Procedure Act of 1946), and other legal and regulatory requirements applicable to Hanford’s environmental remediation and permitting programs.

In coordination with OHCs, the Contractor shall:

• Establish and maintain procedures for management/administration of the Hanford Site AR.

• Establish and maintain a document review process to screen documents to be included in the Hanford Site AR.

• Index, manage, retrieve and make available to the public Hanford Site AR records and data.

• Maintain a current, complete, easily searchable and retrievable electronic Hanford Site AR database. Maintain the PIRs in Portland, Seattle, Spokane, and Richland. The CERCLA documents include Remedial Investigations, Feasibility Studies, RODs, Remedial Design/Remedial Action Work Plans, and Sampling and Analysis Plans. The purpose of the Hanford Public Involvement Plan is to serve as the overall guidance document for public participation and outreach activities at the Hanford Site. The PIRs are under the purview of the Hanford Public Involvement Plan that serves as the overall guidance document for public participation and outreach activities at the Hanford Site.

• Establish and maintain procedures for OUO review and OUO accessibility of AR documents.

Detailed Scope
The Contractor shall:

• Integrate its environmental permitting and regulatory compliance activities with the Hanford Site-wide permitting and compliance framework by annually submitting to DOE for approval an environmental compliance and protection plan or an equivalent database solution (such as the Dynamic Object Oriented Requirements Management System or Solution [DOORS]).

• Manage Contractor-assigned facilities and activities to assure identification of and compliance with applicable federal, state, and local environmental regulations, orders, and permits.

• Provide appropriate environmental data for Contractor-assigned facilities to support Hanford Site assessments, and for use in the Contractor’s preparation of Hanford Annual Site Environmental Reports.

• Respond to Contract-related NOVs, Notice of Concerns, and other issues, as necessary.

• Obtain and manage AR documents generated by the Contractor as a result of permitting or closure of Hanford TSD units, recycling facilities, or as a result of CERCLA pre-remedial, remedial or post-remedial actions that are required by the TPA, and other legal requirements associated with environmental permitting.
Evaluate the impacts of new environmental laws, legislations and regulations, including state and local requirements, and include an assessment of the cost impacts or savings associated with implementation and promptly notify DOE of results.

Collect environmental analytical data for the Contractor-assigned areas to support regulatory decisions as directed by DOE.

Provide a forecast for the Annual and Multi-year Baseline of environmental permits, NEPA documents, and NHPA Section 106 reviews expected for the upcoming year.

Coordinate with DOE and the regulators to develop an optimum regulatory approach for work under this Contract, consistent with the Section H clause entitled, Environmental Responsibility.

Perform assessment of the Hanford Site AR to determine the adequacy of the AR to meet regulatory requirements and, as needed, propose corrective actions and a schedule for implementation.

**Boundaries, Constraints, and Interfaces**

**Boundaries and Constraints:**

- The initial Hanford RCRA Permit became effective in September 1994, and is comprised of two (2) portions: a Dangerous Waste Portion, issued by Ecology, and a Hazardous and Solid Waste Amendments Portion, issued by the EPA, Region 10. The Dangerous Waste Permit is issued to DOE as the owner/operator, and to its contractors, as co-operators. DOE will sign the Hanford RCRA permit as “Owner/Operator” and the Contractor shall sign the RCRA Permit as “Co-operator” for those RCRA facilities assigned by Contract. This Permit is currently in the renewal process.

- The Hanford AOP was renewed on April 1, 2013 and will be in effect for five (5) years; renewal is expected.

- DOE will operate as an “Owner” in coordination with the regulators to reach agreement on Contractor-prepared regulatory and supporting documentation, and on innovations that require changes to the regulatory approach.

**Interfaces:** Multiple DOE offices for activities performed on the Hanford Site, DOE BPA, DOE Office of Legacy Management, OHCs, regulators, and, at the request of DOE, stakeholders, concerned public, and the Tribal Nations.

**C.4.9.8.5 Environmental Mitigation Strategy and Planning**

**Background**

Environmental mitigation, compensatory mitigation, or mitigation banking are terms used primarily by the Federal Government to describe projects or programs intended to offset known impacts to existing historic or natural resources. Mitigation is a series of prioritized actions intended to reduce or eliminate adverse impacts to cultural and natural resources. Natural resources can mean edaphic, rock, mineral, water, air, geomorphologic, viewscape, spiritual places, cultural, plant, animal, cryptogamous, and other natural resource that has intrinsic value or meaning. The mitigation actions include avoidance, minimization, onsite rectification and compensation. The basis of this strategy is that a project begins mitigation at the avoidance level of the hierarchy and only moves to the next level if reasonable options at the previous level are exhausted.
The strategy for mitigation on the Hanford Site shall consider cohesiveness and landscape connectivity with adjacent areas by coordinating with other federal agencies and groups, such as the USFWS and the National Park Service.

**Key Customers**

- DOE
- OHCs

**General Scope and Outcome**

The Contractor shall establish and implement a Site-wide mitigation strategy that is compliant with applicable laws, regulations, DOE directives, and DOE NEPA or CERCLA RODs. The Contractor shall have two (2) primary responsibilities in the area of Mitigation Strategy and Planning:

- Site-wide mitigation strategy planning in coordination with OHCs; and
- Implementation, coordination, and tracking of mitigation action plans.

The Contractor shall coordinate with affected OHCs, other applicable federal agencies, and outside entities as necessary.

The desired outcome is to have centralized, Site-wide mitigation planning and implementation that is efficient, cohesive and aligns with the framework set by 40 CFR 1508.20 entitled, *Council on Environmental Quality*.

**Detailed Scope and Requirements**

The Contractor shall:

- Develop an integrated NEPA, CERCLA, RCRA, NHPA Site-wide Mitigation Strategy Planning and Implementation program that includes, but is not limited to, NEPA, ESA, MBTA, BGEP, CAA, CERCLA, RCRA, NHPA, AIRFA, and CWA. The integrated program shall facilitate a balance between the ongoing Hanford Site mission elements and the omnipresent trustee stewardship obligations.
- Develop, implement, and maintain procedures to enable Hanford Site projects to anticipate and plan for mitigation needs via early identification of mitigation requirements.
- Develop, implement, and maintain a procedure for implementing consistent, cost-effective mitigation actions through a Site-wide mitigation banking system.
- Conserve Hanford’s natural resources while facilitating a balanced development and consideration of the Hanford Site mission.
- Apply applicable federal guidelines for mitigation, such as the USFWS Mitigation Policy (81 FR 61031, September 2016) or agreements that have been promulgated by DOE under 10 CFR 1021.331, *Mitigation Action Plans*, in CERCLA RODs, NEPA RODs or NEPA Mitigated FONSIs.
- Monitor the effectiveness of the mitigation actions and adapt them as necessary. The tracking must meet the needs of DOE O 451.1, *National Environmental Policy Act Compliance Program*, for “Tracking and annually reporting progress in implementing a commitment for environmental impact mitigation that is essential to render the impacts of a proposed action not significant, or that is made in a record of decision.”
Boundaries, Constraints, and Interfaces

Boundaries and Constraints: None.

Interfaces: NRTC members, tribal liaisons, USFWS, and NPS.

C.4.9.8.6 Environmental Permits and Compliance

Background

The Environmental Permits and Compliance scope includes a multitude of interfaces, relationships and liaisons with a wide variety of regulatory agencies and organizations, including the USFWS, the National Oceanic and Atmospheric Administration, DOH Radiation Protection Office, the DOH Spokane Office (water and sewage), Ecology Nuclear Waste Program Office, the Benton Clean Air Agency (open burning and particulate), Benton County (Shoreline Management Act), the US Army Corps of Engineers (floodplains and wetlands), the EPA Region X, and the EPA Hanford Project Office. The major drivers for this scope include the CAA, Water Quality Act of 1987, RCRA, TSCA, Administrative Procedure Act of 1946, SDWA, ESA, MBTA, 10 CFR 1022, and a variety of other legal and regulatory requirements where permits are required for Hanford’s operations.

The information generated by this scope of work is used by numerous projects within DOE. As such, the Contractor shall ensure that its permitting activities are closely aligned with the needs of the DOE as a land management trustee, as a CERCLA PRP, as a RCRA Permittee, as a Title V CAA Permittee, and as a small municipality equivalent that has attendant infrastructure and permitting requirements.

Key Customers

- DOE
- OHCs

General Scope and Outcome

The Contractor shall establish an environmental permitting program that is compliant with applicable laws, regulations, DOE directives, and the terms of this contract. For permitting activities other than RCRA (Dangerous Waste), the Contractor will be the coordinating contractor. For RCRA, the Contractor will be a permittee, responsible only for that RCRA work assigned by this contract, and not responsible for the overall management of the RCRA permit. For all permits, with the exception of the RCRA permit, the Contractor shall have two (2) primary responsibilities in the area of Environmental Permit Management:

- As DOE’s SME, Site-wide management, planning, administration, integration, of permitting, and permit compliance in coordination with OHCs; and
- Contractor-specific work scope for environmental permitting and permit compliance.

With the exception of RCRA, the Contractor shall obtain concurrence from other affected OHCs for Site-wide environmental permits and permitting strategy documents. The Contractor is not responsible for directing technical work of OHCs. The Contractor is responsible for obtaining scope unit specific permit modifications and working with DOE to obtain time extensions from the regulators for Contractor-permitted scope as required. OHCs are responsible for working with DOE to obtain their own unit specific permits, permit modifications and time extensions from the regulators.

As an exception to the Contractor’s RCRA permit integrating responsibilities, RCRA regulator inspection actions, including regulatory permit compliance inspections and resulting compliance actions, will be
coordinated through the Contractor as DOE’s planning and administrating integrating contractor.
The Contractor is not responsible for other (non-Contractor) specific RCRA permit integrating actions.
The desired outcome of the Environmental Permitting Management function is integrated Site-wide environmental permitting products and permitting services that enable timely and compliant project execution of the Contract and other affected DOE contractor’s work scope.

**Detailed Scope and Requirements**

**Integrated Site-wide Environmental Permits and Licenses – Maintenance, Application, and Reporting**

In coordination with the OHCs, the Contractor, with DOE concurrence, shall:

- Develop guiding principles and procedures for a consistent administration of regulatory permitting interfaces.
- Prepare and maintain appropriate procedures for implementing Site-wide environmental permits, licenses, and related reports.
- Prepare, obtain as required, and maintain Site-wide permits and licenses (except RCRA).
- Obtain from DOE and OHCs data and information necessary for developing required Site-wide Environmental Permitting Reports to include compilation and integration of environmental monitoring data from operations and activities under the Contractors’ control and from OHCs.
- Compile and produce environmental permitting data and provide an annual forecast of expected permitting activities and a forecast of operations/operational effluents on a Site-wide basis to ensure Site-wide limits (e.g., annual radiological dose, total volume of permitted effluent discharges.) are integrated, and are not at risk of being exceeded.
- As requested by DOE, the Contractor, as an SME, shall assess environmental permitting documents from other governmental organizations or other DOE contractors to ensure the documents meet GPO production standards, environmental permitting standards, regulatory quality standards, and content requirements.
- Develop Site-wide metrics for DOE approval and report performance for Site-wide permitting activities.
- Integrate the Contractor’s environmental permitting and regulatory compliance activities with the Hanford Site-wide permitting and compliance framework, by annually submitting to DOE, for approval a Contractor environmental permitting, compliance and protection plan.
- Manage Contractor-assigned facilities and activities to assure identification of and compliance with applicable federal, state, and local environmental regulations, orders and permits.
- Respond to Contractor-related permit violations such as NOVs, Notice of Concerns, and other issues, as necessary.
- Evaluate the impacts of new environmental laws, legislations and regulations, including state and local requirements, include an assessment of the cost impacts or savings associated with implementation of permitting requirements, and promptly notify DOE of the issues.
Boundaries, Constraints, and Interfaces

Boundaries and Constraints: The initial Hanford RCRA Permit became effective in September 1994, and is comprised of two portions: a Dangerous Waste Portion, issued by Ecology, and a Hazardous and Solid Waste Amendments Portion, issued by the EPA, Region 10. The Dangerous Waste Permit is issued to DOE-RL as the owner/operator, and to its contractors, as co-operators. DOE will sign the Hanford RCRA permit as “Owner/Operator” and the Contractor shall sign the RCRA Permit as “Co-operator” for those RCRA facilities assigned by Contract. This Permit is currently in the renewal process. It is known as:

- Common Name: The Hanford Site-wide Permit Revision 8C
  - Permit Number: WA7890008967
  - Permit Modification Number: 8C.2016.Q4

- The Hanford AOP was renewed on April 1, 2013 and will be in effect for five (5) years. It is known as:
  - Permit Number: 00-05-006 Renewal 2, Rev B
  - Issue Date: July 28, 2016
  - Effective Date: August 1, 2016
  - Expiration Date: March 31, 2018

- There are several extant Waste Water Discharge Permits. They are known as:
  - ST-4500 200 Area Effluent Treatment Facility, Permit Number: ST0004500
    - Issue Date: December 15, 2014
    - Effective: January 1, 2015
    - Expiration Date: December 31, 2019
  - ST-4502 • 200 Area Treated Effluent Disposal Facility, Permit Number ST- 4502
    - ST-4511 • Miscellaneous Streams (State Permit Number ST-4511)
  - ST-0045514 200 West Area Evaporative Sewage Lagoon

- There are two sand and gravel permits associated with ORP construction:
  - Concrete Batch Plant • WAG-50-5180/Concrete Batch Plant
  - Pit 30 Quarry • WAG-50-5181/Pit 30 Quarry

- There are Group A Public Drinking Water Systems:
  - PWSID 00100 Energy, Department of/200W, 189 connections, Effective Date 11-13-1990
  - PWSID 00177 Energy, Department of/100K, 5 connections, Effective Date 11-13-1990
  - PWSID 41840 Energy, Department of/300 Area, 20 connections, Effective Date 5-1-1988
  - PWSID 41947 Energy, Department of/400 Area, 5 connections, Effective Date 5-1-1988

- There are Group B Public Drinking Water Systems:
  - WSID 001761 ENERGY, DEPT OF/100D
  - WSID 001782 ENERGY, DEPT OF/251
  - WSID 001806 ENERGY, DEPT OF/609 FIRE STATION
  - WSID 001827 ENERGY, DEPT OF/6652C OBSERVATORY
  - WSID 00183Q ENERGY, DEPT OF/TRAINING ACADEMY
  - WSID 001848 ENERGY, DEPT OF/YAKIMA BARRICADE
DOE will operate as an “Owner” in coordination with the regulators to reach agreement on Contractor-prepared regulatory and supporting documentation, and on innovations that require changes to the regulatory approach.

Interfaces: DOE (RL, ORP, PNSO, BPA, Office of Legacy Management), OHCs, and regulators. Stakeholders, concerned public, and the Tribal Nations (as requested by DOE).

C.4.9.9 Natural Phenomena Monitoring
C.4.9.9.1 Meteorological and Climatological Services

Background

Accurate and timely meteorological and climatological information is required by DOE and OHCs for emergency response, work scheduling, and general site safety. The system is particularly needed in the event of a release of hazardous material to the environment (atmosphere) from a Site facility. The Hanford Meteorological Monitoring system currently includes 32 monitoring stations on and adjacent to the Hanford Site, a Meteorological and Climatological Services computer network system, data display system, and interactive transport and diffusion computer model. In addition to routine weather reports, the system produces several specialized, mission, environmental, and safety-related reports.

Key Customers

- DOE
- OHCs

General Scope and Outcome

The Contractor shall maintain and operate the Hanford Meteorological Monitoring system and shall provide easily retrieved and understood real-time meteorological data for DOE and OHCs.

The desired outcome of the Meteorological and Climatological Services function is a reliable monitoring system producing sufficiently accurate and timely weather forecasts that enable safe conduct of routine activities and emergency response.

Detailed Scope and Requirements

The Contractor shall:

- Operate and maintain the meteorological monitoring system, including appropriate QA and QC.
- Support emergency response activities with current meteorological data and forecasts, in the event of an accidental radiological or chemical release.
- Operate and maintain the Meteorological and Climatological Services computer network.
- Provide weather forecasts in support of routine and special Site operations to include general weather, telemetry, adverse weather, and special forecasts, as required.
• Detect adverse weather that may affect safety of Site workers (strong winds, thunderstorms, extreme cold, and snow events) and provide timely communication of this information to Site contractors and DOE.

• Monitor/report heat stress data and provide this information to Site contractors in support of Site cleanup activities when required.

• Operate the Met Viewer data display system and Air Pollutant Graphical Environmental Modeling System interactive transport and diffusion computer model.

• Produce data for annual potential radiological exposure assessment.

• Produce data for interactive atmospheric models in support of emergency response activities.

• Assure that data are available for the annual estimation of potential public radiation exposure.

• Assure that comprehensive climatological data records are maintained for use in a variety of other applications, such as post-accident analysis, dose reconstruction, building design, and environmental impact assessment.

• Maintain historical climatological database to respond to special requests in support of site activities.

**Boundaries, Constraints, and Interfaces**

Boundaries and Constraints: Regional and national organizations outside the Hanford Site may request meteorological and climatological information or support from the Contractor. In this event, the Contractor shall contact the DOE for guidance.

Interfaces: National Weather Service, as necessary, to share meteorological information and provide a complete forecast.

**C.4.9.9.2 Seismic Monitoring**

**Background**

Seismic Monitoring ensures compliance with DOE directives, guides, and DOE supplemental direction for facility safety requirements related to nuclear safety design, criticality safety, fire protection, and natural phenomena hazards (NPH) mitigation. For earthquake monitoring, DOE directives require facilities or sites with hazardous materials have instrumentation or other means to detect and record the occurrence and severity of seismic events.

The seismic network on and near the Hanford Site consists of two (2) designs of equipment and 49 sites (seismometer sites and strong motion accelerometer sites). Seismometer sites are designed to locate earthquakes and determine the magnitude and hypocenter location. Strong motion accelerometer sites are designed to measure ground motion.

**Key Customers**

• DOE

• OHCS

**General Scope and Outcome**

The Contractor shall provide a Hanford Site Seismic Monitoring function consisting of an uninterrupted collection of high-quality raw and processed seismic data from the Hanford Seismic Network for DOE
and OHCs. This function shall have the capability to locate and identify sources of seismic activity and
monitor changes in the historical pattern of seismic activity at the Hanford Site. The Contractor shall
compile, archive and publish the data for use by OHCs involved in waste management, NPH assessments,
and engineering design and construction.

The desired outcome of the Hanford Site Seismic Monitoring is a service that provides an uninterrupted
collection of high-quality raw seismic data from the Hanford Seismic Network located on and around the
Hanford Site, and the Eastern Washington Regional Network.

**Detailed Scope and Requirements**

The Contractor shall:

- Issue an annual catalog of earthquake activity on and near the Hanford Site, and special-interest
  bulletins on local seismic events. The annual catalog shall include geologic interpretation of the
  sources of the earthquakes.
- Provide interpretations of seismic events from the Hanford Site and vicinity. Locate and identify
  sources of seismic activity, monitor changes in the historical pattern of seismic activity at the
  Hanford Site, and manage and permanently archive earthquake process data.
- Maintain an archive of seismic data from the Hanford Seismic Network, and records for the seismic
  sensor and relay sites, and make readily accessible to OHCs.
- Provide assistance to the Hanford Site Emergency Operations function and Hanford Site facilities in
  the event of a significant earthquake on the Hanford Site.
- Operate and maintain the seismic network (sites and equipment).
- Maintain land agreements with offsite network sites, provide data analysis, update software and
  provide seismologist support.

**Boundaries, Constraints, and Interfaces**

Boundaries and Constraints: None.


**C.4.9.10 Radiological Site Services**

RSS is a Hanford Site service provided by the Contractor. RSS is a fully integrated and documented set of
radiological support programs that provides the technical support, dosimetry, data, and records necessary
to demonstrate compliance with required radiological monitoring and to verify the adequacy of Site
radiological control programs in protecting the health and safety of workers, the public, and the
environment.

RSS includes the following four (4) components: the Hanford External Dosimetry Program (HEDP), the
Hanford Internal Dosimetry Program (HIDP), Hanford Radiological Records Program (HRRP), and the
Hanford Radiological Instrumentation Program (HRIP).
The Contractor shall:

- Provide RSS, as appropriate, for OHCs and subcontractor employees performing hazardous work that may expose workers, the public or the environment to radiological hazards.

- Maintain and implement the RSS Strategic Plan (RSS Master Plan).

### C.4.9.10.1 Hanford External Dosimetry Program

#### Background

The HEDP provides U.S. Department of Energy Laboratory Accreditation Program (DOE-LAP) accredited external dosimetry services, including technical support, documentation, and dosimeters that are capable of demonstrating compliance with external radiation monitoring requirements and dose limits of applicable DOE regulations and directives.

#### Key Customers

- DOE
- OHCs
- Hanford Site Subcontractors
- Hanford Site Visitors

#### General Scope and Outcome

The HEDP shall be designed and implemented based on the expressed types and quantities of external dosimetry services required by key customers, including the capability of processing up to 60,000 dosimeters per calendar year. The HEDP shall be managed in a fully-integrated manner with other RSS programs.

The desired outcome of the HEDP is external dosimetry services that provide demonstrated compliance with the external radiation monitoring requirements of key customers, and provide technically sound, defensible data for determining adequacy of Site radiological control programs in protecting the health and safety of workers, the public, and the environment.

#### Detailed Scope and Requirements

The Contractor shall:

- Provide the staffing and personnel required to perform HEDP services, including the preparation, distribution, processing, and documentation of external dosimetry (including associated dosimetry processing instrumentation and software).

- Provide, distribute, and process dosimeters, including personnel whole body, extremity, and accident dosimeters, area monitoring and criticality dosimeters, and environmental dosimeters.

- Maintain DOE-LAP accreditation in external exposure categories required by customers.

- Provide the capability for priority processing of personnel dosimeters and onsite emergency processing of personnel dosimetry.

- Provide the results of processing of personnel dosimeters to the HRRP for inclusion in personnel radiation exposure records, including shallow dose equivalent, eye dose equivalent, deep dose equivalent, and neutron dose equivalent, according to the type(s) of dosimeter.
• Develop and maintain a technical basis document(s) for the HEDP.
• Provide representation to the Hanford Personnel Dosimetry Advisory Committee and necessary logistical and administrative support for the Committee.
• Provide and maintain technical documentation and specifications of the performance characteristics of dosimeters and the algorithms used for processing these dosimeters. This includes providing technical support to confirm that these performance characteristics and processing algorithms remain appropriate to meet customer monitoring requirements.
• Provide prompt notification to the applicable customer point-of-contact in the event of high, abnormal, missing, or anomalous dosimeter results. This includes providing technical support in investigating high, abnormal, missing, or anomalous dosimeter results and determining appropriate exposure or dose values.
• Develop and maintain systems for tracking the status of dosimeters that have been issued, for providing routine, periodic reports on the status of results of dosimeter distribution and processing, maintaining appropriate dosimetry records for personnel in a special or unique status, such as a declared pregnant worker, or on a radiological work restriction, and routine updating of radiological access control systems.
• Maintain a 24-hour point of contact for onsite radiological incidents.
• Establish an HEDP point-of-contact as the primary focus for routine service requests or information. Special requests requiring a commitment of additional resources shall be approved by DOE prior to fulfilling the request.
• Interface with customers to determine specific external dosimetry needs and requirements, to provide requested technical support, and to provide status and results of external dosimetry distribution and processing.
• Notify DOE of potentially abnormal event or special service request, such as multiple assignment of the same dosimeter, dosimeters worn by the wrong worker, dosimeters taken apart by workers, and other unusual events.

Boundaries, Constraints, and Interfaces: None.

C.4.9.10.2 Hanford Internal Dosimetry Program

Background

The HIDP provides accredited internal dosimetry services, including technical support, documentation, and analyses that are capable of demonstrating compliance with internal radiation monitoring requirements and dose limits of applicable DOE regulations and directives.

Key Customers

• DOE
• OHCs
• Hanford Site Subcontractors
General Scope and Outcome

The HIDP shall be designed and implemented based on the expressed types and quantities of internal dosimetry services required by key customers, including the capability of performing up to 7,000 each in vitro and in vivo bioassays per calendar year. The HIDP shall be managed in a fully integrated manner with other RSS programs.

The desired outcome of the HIDP is internal dosimetry services that provide demonstrated compliance with the internal radiation monitoring requirements of key customers, and provide technically sound, defensible data for determining adequacy of Site radiological control programs in protecting the health and safety of workers, the public, and the environment.

Detailed Scope and Requirements

The Contractor shall:

- Provide the staffing and personnel required to perform HIDP services, including the preparation, distribution, processing, and documentation of in vitro excreta samples and results and in vivo measurements and results, including maintaining associated software and in vivo measurement instrumentation.
- Maintain accreditation in internal exposure categories required by customers.
- Provide the results of HIDP measurements and analyses to the HRRP for inclusion in personnel radiation exposure records.
- Develop and maintain a technical basis document(s) for the HIDP, including the technical bases for evaluating radiological intakes and bioassay results. Update the HIDP as necessary to ensure such evaluations incorporate the latest International Commission on Radiological Protection (ICRP) biokinetic and human physiology models (for example, ICRP Publication 66, Human Respiratory Tract Model for Radiological Protection) consistent with existing DOE regulations and direction.
- Provide representation to the Hanford Personnel Dosimetry Advisory Committee and necessary logistical and administrative support for the Committee.
- Maintain the capability to perform in vivo measurements on an emergency basis within two (2) hours of notification.
- Provide guidance and technical input regarding medical intervention and recommend appropriate follow-up bioassay.
- Provide technical support in determining type(s) and frequency(ies) of bioassays to meet specific customer requirements.
- Perform routine scheduling for in vivo and in vitro bioassays, including developing and maintaining a system for home delivery and pickup of bioassay kits.
- Develop and maintain a system for evaluating and implementing waivers for routine bioassays.
- Provide for analysis of in vitro excreta samples and provide technical oversight of the excreta analysis laboratory to include conducting a QC oversight program independent of the excreta analysis laboratory’s in-house QC program.
- Provide prompt notification to the applicable customer point-of-contact in the event of positive, abnormal, or anomalous bioassay results. This includes providing technical support in investigating such positive, abnormal, or anomalous bioassay results and determining appropriate dose values.

- Develop and maintain systems for tracking and providing routine, periodic reports on the status and results of bioassays that have been scheduled, maintaining appropriate records for personnel in a special or unique status, such as a declared pregnant worker or on a radiological work restriction, and routine updating of radiological access control systems.

- Maintain a 24-hour point-of-contact for onsite radiological incidents.

- Establish an HIDP point-of-contact as the primary focus for routine service requests or information.

- Interface with customers to determine specific internal dosimetry needs and requirements, to provide requested technical support, and to provide status and results of internal dosimetry scheduling and processing.

- Notify DOE of special service requests, such as development of a new bioassay protocol, request to use an atypical analytical model, and other unusual requests. Special requests requiring a commitment of additional resources shall be approved by DOE prior to fulfilling the request.

**Boundaries, Constraints, and Interfaces:** None.

**C.4.9.10.3 Hanford Radiological Instrumentation Program**

**Background**

The HRIP provides calibration, maintenance, and repair services for a broad range of portable and semi-portable radiological instrumentation, including technical support and documentation, to maintain the capability of such instrumentation to demonstrate compliance with radiation monitoring requirements of applicable DOE regulations and directives.

**Key Customers**

- DOE
- OHCs

**General Scope and Outcome**

The HRIP shall be designed and implemented based on the expressed types and quantities of portable and semi-portable radiological instrumentation calibration, maintenance, and repair services required by DOE and OHCs, including the capability of performing up to 16,000 instrument calibrations per calendar year. The HRIP shall be managed in a fully integrated manner. The desired outcome of the HRIP is radiological instrumentation and services that provide demonstrated compliance with the radiation monitoring requirements of key customers, and provide technically sound, defensible data for determining adequacy of Site radiological control programs in protecting the health and safety of workers, the public, and the environment.

**Detailed Scope and Requirements**

The Contractor shall:

- Provide the staffing and personnel required to perform HRIP services, including the routine pickup and delivery of radiological instrumentation from customers, and the maintenance of software and instrumentation associated with calibration, maintenance, and repair of radiological instrumentation.
• Provide and maintain the capabilities to calibrate, maintain, repair, and perform performance and/or type testing for a broad range of radiological instrumentation designed to detect and/or quantify x-ray, gamma ray, beta particle, alpha particle, and/or neutron radiations across a broad range of energies and intensities. Calibration of radiological instrumentation shall be performed in accordance with appropriate ANSI standards, using calibration sources traceable to the National Institute of Technology and Standards, or equivalent international standards.

• Maintain, manage, procure and modernize the existing Hanford pool of radiological instruments, including developing processes for necessary replacement of instruments.

• Provide a records management system for the capture and retention of records and data associated with calibration, maintenance, and repair of radiological instrumentation, including performance and/or type testing of radiological instrumentation.

• Provide representation to the Hanford Instrument Evaluation Committee and necessary logistical and administrative support for the Committee.

• Provide and maintain technical documentation and specifications of the performance characteristics of radiological instrumentation calibrated and/or maintained. This includes providing technical support to confirm that these performance characteristics continue to meet changing customer monitoring requirements.

• Develop and maintain systems for tracking the status of calibration, maintenance, and repair of radiological instrumentation, and for providing routine, periodic reports on this status to customers.

• Provide prompt notification to applicable customer point-of-contact of radiological instrumentation, provided for calibration, maintenance, or repair, found to be outside customer-required tolerances.

• Provide certification of current activity, emitted dose rate, or surface emission rate for various configurations of field check sources.

• Provide technical and administrative support when, requested by customers, for the purchase of new or replacement radiological instrumentation.

• Establish an HRIP point-of-contact as the primary focus for routine service requests or information. Special requests requiring a commitment of additional resources shall be approved by DOE prior to fulfilling the request.

• Interface with customers to determine specific customer radiological instrumentation needs and requirements, to provide requested technical support, and to provide status and results of calibration, maintenance, repair, and/or testing of radiological instrumentation, including out-of-tolerance reports.

• Provide specialized calibrations or modified instrument design or functions (e.g., ruggedized or window designs).

• Maintain software, hardware, and documentation in compliance with requirements of key customers and approved procedures, and the approved QA Plan, and appropriate electronic and information management security plans.

**Boundaries, Constraints, and Interfaces:** None.
C.4.10 Safety and QA

C.4.10.1 Integrated Safety Management System

Background

The ISMS is a systems approach to ensure that environmental, health and safety are incorporated into work planning and execution at all levels of management and production. The Contractor shall implement a DOE-approved ISMS to systematically integrate environmental, health and safety into work planning execution as an overall expectation of this contract. Failure to implement the approved ISMS will subject the Contractor to Section B.13, Conditional Payment of Fee DOE Hanford Site-specific Performance Criteria/Requirements.

General Scope and Outcome

The Contractor shall develop and implement an ISMS that complies with the Section I clause, DEAR 970.5223-1 entitled, Integration of Environment, Safety, and Health into Work Planning and Execution, as well as the Contractor Guidance Document to be provided as required by DEAR 970.5223-1 entitled, Integration of Environment, Safety, and Health into Work Planning and Execution.

The desired outcome is an ISMS that ensures planning and work described in this contract is performed in a systematic manner, integrating environmental, health and safety into work planning and execution. DOE will accept the Contractor ISMS in accordance with the provided Contractor Guidance document. Final acceptance will be upon successful completion of the Phase II Verification.

Detailed Scope and Requirements

The Contractor shall:

- Develop and implement a single (contract) ISMS as outlined in the Contractor Guidance Document.
- Submit a preliminary ISMS description to DOE for approval, as per the Contractor Guidance Document.
- Submit a final ISMS description to DOE for approval, as per the Contractor Guidance Document.
- Submit the (Phase II) ISMS Declaration of Readiness to DOE for approval, as per the Contractor Guidance Document.
- Until DOE approves the ISMS, adapt and implement an existing DOE-approved Hanford Site ISMS description.

Boundaries, Constraints, and Interfaces: None.

C.4.10.2 Organizational/Safety Culture

Background

It is DOE’s policy to design, construct, operate, and decommission its nuclear facilities in a manner that ensures adequate protection of workers, the public, and the environment. Towards this end, DOE expects the Contractor to implement the DOE’s Safety Management System Policy by incorporating into its operational principals, DOE’s core functions and guiding principles, with the expectation of maintaining a strong organizational and safety culture.
General Scope and Outcome

The Contractor shall adapt to Hanford’s organizational and safety culture and incorporate Site core values and behaviors into leadership principals, management behaviors, operational work planning, and work execution. Emphasis shall be placed on Leadership, Employee Engagement, and Organizational Learning behaviors and values consistent with DOE G 450.4-1C, Integrated Safety Management System Guide, Attachment 10. Policies and processes that promote a work environment where employees are encouraged to raise safety concerns shall be rigorously enforced and actions taken to mitigate the potential for a chilling effect.

Detailed Scope and Requirements

The Contractor shall:

- Develop, maintain and implement an organizational/safety culture sustainment plan. On a semi-annual basis, at a minimum, the Contractor shall inform DOE of the effectiveness of the improvement actions and plans to initiate new improvement actions.

- As part of the sustainment plan, measurement processes used to determine the current state of the organizational/safety culture and how new improvement actions were derived from the measurement processes will be reported to DOE annually as part of the ISMS effectiveness report, as specified in the ISMS Contractor Guidance Document.

- Maintain and administer the current Hanford Safety Culture Survey (HSCS) process. The Contractor shall notify OHCs of its availability and make the HSCS available upon request. The Contractor shall provide support when requested for the tailoring, distributing, analyzing and reporting results in a manner mutually agreed upon by both parties. Results of the survey shall be released and/or distributed only by the requesting contractor, unless otherwise agreed.

Boundaries, Constraints, and Interfaces: None.

C.4.10.3 Radiation Protection

Background

Contractors are required to protect individuals from ionizing radiation by implementing a Radiation Protection Program in accordance with 10 CFR 835, Occupational Radiation Protection.

The Contractor’s radiation protection program establishes program requirements for protecting individuals from ionizing radiation resulting from the conduct of DOE activities.

General Scope and Outcome

The Contractor shall develop and implement a radiological health and safety program that complies with the requirements of 10 CFR 835, Occupational Radiation Protection and DOE/RL-2002-12 entitled, Hanford Radiological Health and Safety Document.

The desired outcome is to manage and control exposures to the workforce to as low as reasonable, taking into account practical and technical considerations, to attain doses as far below the applicable limits listed in 10 CFR 835 as reasonably achievable.
Detailed Scope and Requirements

The Contractor shall:

- Perform radiological work activities in compliance with a documented Radiological Protection Program (RPP) as approved by DOE. Before the Contractor’s radiological work may commence, the Contractor shall adopt and implement another contractor’s approved RPP as its own, until receiving DOE approval of the Contractor RPP. The RPP shall specify the existing and/or anticipated operational tasks that are intended to be within the scope of the RPP and shall address, but is not limited to, each requirement in 10 CFR 835, Occupational Radiation Protection.

- Update the RPP and submit to DOE whenever a change or addition is made, prior to initiation of a task not within the scope of the RPP, or within 180 days of the effective date of modifications to 10 CFR 835, Occupational Radiation Protection. The Contractor may make changes, additions, or updates to its approved RPP, which may become effective without prior DOE approval, provided the changes do not decrease the effectiveness of the RPP and the RPP continues to meet the requirements of the rule.

- Utilize the Hanford RSS organization for portable radiological instrumentation purchase repair and calibration, internal dosimetry, external dosimetry, and radiological dosimetry records management. The Contractor shall also utilize the Hanford Site Radiological Control software for field radiological operations.

- Comply with the Hanford Radiological Health and Safety document, including participation as a voting member in the Hanford Site Radiological Control Forum (HSRCF), as specified in the document. The Contractor shall be bound to the decisions of the HSRFC.

Boundaries, Constraints, and Interfaces: None.

C.4.10.4 Worker Safety and Health Management

Background

Contractors are required to implement a worker safety and health program that reduces or prevents occupational injuries, illnesses, and accidental losses by providing workers with a safe and healthful workplace. OHCs implement worker safety programs that comply with 10 CFR 851, Worker Safety and Health Program.

General Scope and Outcome

The Contractor shall develop and implement a Worker Safety and Health Program that complies with 10 CFR 851, Worker Safety and Health Program.

The desired outcome is a Worker Safety and Health program that assures the workplace is free of recognized hazards that may cause or have the potential to cause death or serious physical harm to the Hanford Site workers. Hazards shall be identified and controlled; qualified safety and health professionals direct and manage the program, workers are involved in the development of safety goals and are held accountable for safety performance, and workers are provided with information about the hazards in the workplace, including the right to report, without reprisal, job-related illnesses, incidents, and hazards.

Detailed Scope and Requirements

The Contractor shall perform work activities in compliance with a documented Worker Safety and Health Program (WSHP) as approved by DOE. Before the Contractor’s work may commence, the Contractor
shall adopt and implement another contractor’s approved WSHP Program as its own, until receiving DOE approval of the Contractor’s WSHP.

The Contractor shall submit to DOE a list of closure facility hazards within 90 days after identifying such hazards. DOE will accept the closure facility hazard controls or direct additional actions to either achieve compliance or provide additional controls to protect the workers.

The Contractor shall perform work in compliance with the approved WSHP.

**Boundaries, Constraints, and Interfaces**: None.

### C.4.10.5 Workplace Substance Abuse Programs

The Workplace Substance Abuse Program (WSAP) function for the Hanford Site involves ~500 personnel performing work covered by DOE regulations and ~120 personnel performing work covered by DOT regulations. The authorities and requirements are derived from 10 CFR 707 entitled, *Workplace Substance Abuse Programs at DOE Sites* and 49 CFR 40 entitled, *Procedures for Transportation Workplace Drug and Alcohol Testing Programs*. The WSAP activities support DOE contractors, their subcontractors and other low-tier subcontractors, and includes Contractor personnel who are in testing-designated positions. The Contractor is expected to maintain a workplace free from the use of illegal drugs and alcohol through the overall administration of the WSAP, which includes developing procedures, identifying individuals in testing-designated positions, conducting employee and supervisory training, testing programs, management of the WSAP records, and interfaces with the OHCs.

The Contractor shall:

- Provide a WSAP Management Plan to DOE for approval within 30 days of Contract award, and review and update the plan annually.

- Comply with the requirements in 10 CFR 707, *Workplace Substance Abuse Programs at DOE Sites*, DOE O 350.1 entitled, *Contractor Human Resource Management Programs*, and 49 CFR 40, *Procedures for Transportation Workplace Drug and Alcohol Testing Programs*. Ensure the requirements are incorporated in the overall WSAP IP.

- Establish a testing program for employees in testing designated positions. Testing designated positions are identified by the Contractor and apply to employees whose duties involve:
  - Access to or handling of classified information,
  - Access to or handling of SNMs,
  - High risk of danger to life, the environment, public health and safety, or national security, or
  - Transportation of hazardous materials to or from a DOE Site.

- Coordinate and track drug/alcohol testing for the OHCs, as required by DOT regulations.

- Develop procedures and coordinate records management for the implementation of the WSAP to help maintain a workplace free from the use of illegal drugs. The Contractor procedures shall include education awareness programs on hazardous substances in the workplace, supervisory training regarding their responsibilities with impaired employees, and employee assistance program services. Where testing-designated positions have been identified, the Contractors shall include a testing program that meets the requirements of the Department of Health and Human Services Mandatory Guidelines and 10 CFR 707 entitled, *Workplace Substance Abuse Programs at DOE Sites*. Positive results for illegal drug testing shall be reported to DOE, concurrent with notification to the employer.
Report occurrence and/or reasonable suspicion testing regarding the WSAP to DOE within four (4) hours from the time the testing is ordered.

**Boundaries, Constraints, and Interfaces**

Boundaries and Constraints: The Occupational Medical Services Provider administers the testing for illegal drugs and alcohol, and provides the pass/fail test results.

Interfaces: Occupational Medical Services Provider

**C.4.10.6 Event Notification, Reporting, and Investigation**

**Background**

Occurrences resulting from activities performed at facilities or in support of facility operations must be reported to notify DOE about events that could adversely affect the health and safety of the public or the workers, the environment, Hanford Site mission, or the credibility of the DOE. The Contractor must establish and implement operational practices to ensure appropriate event notification for timely response, develop reports to ensure DOE is notified about events, promote organizational learning, and must establish and implement operational practices for investigation events to determine their impact and prevent recurrence based on significance.

**General Scope and Outcome**

The Contractor shall make notifications and report events, as required by DOE O 422.1 entitled, *Conduct of Operations*, Attachment 2, Section 2.g, Notifications; report events as required by DOE O 232.2A entitled, *Occurrence Reporting and Processing of Operations Information*; investigate events as required by DOE O 422.1 entitled, Attachment 2, Section 2.f; and support DOE as required by DOE O 225.1B entitled, *Accident Investigation*. In addition, the Contractor shall make notifications, report events, and follow investigation requirements of DOE O 231.1B entitled, *Environment, Safety, and Health Reporting*; and DOE O 436.1 entitled, *Departmental Sustainability*.

**Detailed Scope and Requirements**

**Notifications**

The Contractor shall:

- Establish and implement practices to ensure appropriate event notification for timely response, addressing the following elements:

  - Procedures for internal, DOE, and external notifications, including events, persons to be notified, persons responsible to make notifications, contact information, and recordkeeping. If an event occurs while the Contractor is working in a facility operated by an OHC, the Contractor who has primary responsibility for the facility or activity shall make the event notification.

  - Communications equipment for notifications.

- Notify the DOE Facility Representative (FR) for events such that real time notification of DOE line management occurs for personnel injuries, personnel radioactive contamination or internal deposition, chemical exposures, work stoppages, and other situations that might receive public, regulatory, or DOE-HQ attention. In addition, the FR shall be notified on a 24-hour basis of events that reach a threshold to notify the Facility Manager, including non-reportable and adverse conditions. Specific criteria for FR notification shall be, but are not limited to the following:
Employees receive occupational injuries or are exposed to hazards that result in transport to a first aid facility, a hospital, or cause the individual to be entered into a medical monitoring program.

Employees are unexpectedly exposed to hazardous substances (e.g., Be, asbestos, mercury, lead) in excess of regulated limits, or unplanned Immediately Dangerous to Life and Health conditions.

Employees receive skin or personal clothing contamination where decontamination must be performed. Contractors shall distinguish between clothing contamination and skin contamination.

Employees have indications of radioactive internal deposition, as verified by positive nasal smears, positive workplace monitoring results requiring follow-up (i.e., whole body count, bioassay), or other measured indications of a potential internal deposition.

When a stop work is invoked for a safety-related reason, by either workers or Contractor management.

Whenever a situation is discovered that presents an immediate danger to workers, the environment, or the public, or when it is determined such a condition was known to exist and was not mitigated.

Whenever the following barriers associated with determining isolation conditions for hazardous energy fail: Tagout Preparation, Technical Review, Installation, Verification, Safe Condition Check, and Safe to Work Check.

Transportation incident/accident involving radioactive or hazardous materials.

Whenever an incident occurs that involves the potential loss of control or compromise of classified or nuclear materials.

Whenever non-compliance with an environmental permit or requirement is identified and self-notification to a regulatory authority is planned.

- Notify the FR prior to conducting event investigations (e.g., critique, fact-finding, post-job). Notification will be made, allowing sufficient time for the FR to attend.

**Reporting**

The Contractor shall report Occurrences resulting from activities performed by Contractor personnel and subcontractors in support of facility operation and other externally driven events (such as natural phenomena), categorize the occurrences, notify DOE elements as required, and prepare and submit Occurrence Reports. Reporting Programs shall include the following: Event or Condition Identification and Response, Event or Condition Categorization, Prompt Notifications, Occurrence Report Processing, Occurrence Investigation and Analysis, and Identifying Safety Performance Trends and Recurring Occurrences.

**Investigation**

The Contractor shall:

- Establish and implement operations practices for investigating events to determine their impact and prevent recurrence, addressing the following elements:

  - Specific events requiring investigation and criteria for identifying other events or conditions to be investigated;
Designation of investigators and their training and qualification;
Investigation processes and techniques;
Causal analysis and corrective action determination;
Event investigation reporting, training, and trending; and
Responses to known or suspected sabotage.

- Support DOE accident investigations for accidents occurring on self-performed and subcontracted work activities, as required in current DOE directives.

**Boundaries, Constraints, and Interfaces:** None.

**C.4.10.7 Activity Level Work Planning and Control Program**

**Background**

Activity-Level Work Planning and Control (WP&C) is an integral component of ISMS and the DOE’s corresponding policy requiring work to be conducted safely, efficiently, and in a manner that ensures protection of workers, the public, and the environment. Because of the importance, the DOE’s developed guidance in the form of DOE-HDBK-1211-2014, *Activity-Level Work Planning and Control Implementation*. The Handbook provides a common approach in developing WP&C processes and strives to improve contractor work processes and their implementation, consistent with the DOE safety culture focus areas of leadership, employee/worker engagement, and organizational learning.

**General Scope and Outcome**

The Contractor shall develop an Activity-Level WP&C program that meets the tenets of DOE-HDBK-1211-2014, *Activity-Level Work Planning and Control Implementation*. The program will be evaluated as part of the DOE ISMS Phase I and Phase II reviews. Once the Contractor has successfully passed the DOE ISMS review proposed changes, other than minor (e.g., administrative, no change to intent or rigor), to the WP&C program will require DOE review and approval.

**Detailed Scope and Requirements**

The program is encompassing and will not be limited to nuclear facilities. The handbook describes “approaches” in terms of “non-mandatory”; however, for this contract the tenets of the handbook are mandatory and will be evaluated during ISMS review. Implementing software will be maintained “leading edge” and incorporate life cycle needs of the site. If deemed by the Contractor to improve safety and/or productivity, the Contractor, along with other Site contractors, is encouraged to develop a Site-wide consensus WP&C program and associated implementing software system.

**Boundaries, Constraints, and Interfaces:** None.

**C.4.10.8 Quality Assurance**

**Background**

Contractors are required to implement QA programs that provide confidence that quality is achieved. The Quality Assurance Program (QAP) shall be implemented using a graded approach, based upon the relative importance of the activity and the potential consequences of failure.
General Scope and Outcome

QAPs apply to contract requirements and are not limited to environment, safety, and health functions. The Contractor shall develop and implement a QAP that complies with 10 CFR 830 Subpart A entitled, Quality Assurance Requirements, and current DOE directives relating to Nuclear Safety Management and QA.

The desired outcome is a QAP that ensures that products and services provided or performed by the Contractor are of a high quality and meet or exceed stated requirements.

Detailed Scope and Requirements

The Contractor, shall:

- Establish, implement, and maintain a QAP that meets the requirements specified in Section H clause entitled, Quality Assurance Requirements for Work Performed by the U.S. Department of Energy Office of Environmental Management.

- Ensure QA by requiring the implementation, submission, and approval of the QAP program in accordance with the DOE O 414.1D entitled, Quality Assurance, and EM-QA-001, EM Quality Assurance Program (QAP), Rev. 1, by the Contractor at the beginning of the contract performance and prior to commencement of quality affecting work. The Contractor shall describe, in detail, in the Contractor’s Quality Assurance Program Description (QAPD) the Records Management Plan, as described in Records Management (Section C entitled, Records Management).

- Develop and implement QAP that meets applicable laws and regulations and documented in a QAPD or equivalent.

When QAPs or program documents are required as part of the Contractor’s response to procurement documents (such as an RFP), these program documents are reviewed and evaluated by DOE during the proposal or bid evaluation process.

- Implement NQA-1-2008 and Addenda through 2009a for work affecting nuclear safety using a graded approach to implement requirements, in accordance with Section H clause entitled, Quality Assurance Requirements for Work Performed by the U.S. Department of Energy Office of Environmental Management.

- Develop a Graded Approach document and submit to DOE for approval, 90 days prior to commencing quality-affecting work. The Graded Approach document may be a standalone document or included within the QAPD. The Graded Approach document shall describe the basis of the graded approach used. The graded approach may not be used in implementing the unreviewed safety question process or in implementing technical safety requirements.

- Establish and maintain an organizational specific Quality Assurance Implementation Plan (QAIP) describing how the applicable requirements of the Contractor’s QAP are implemented and/or passed down to lower-tier organizations, as required by EM-QA-001, EM Quality Assurance Program (QAP), Rev. 1. The QAIP may be a standalone document or included within the required QAPD. The Contractor shall submit the QAIP to DOE within 90 days of NTP for review and approval.

- Develop and submit to DOE for approval, within 60 days of NTP, and implement a Contractor Assurance System (CAS) Description that includes assignment of management responsibilities and accountabilities, and provides evidence to assure both the DOE and Contractor management that work is being performed safely, securely, and in compliance with requirements. The Description
should ensure risks are identified and managed, and systems of control are effective and efficient.

The Contractor shall update and re-submit the CAS Description to DOE for approval when significant changes are made.

- NQA-1 is the consensus standard that shall be applied for work performed under this Contract.
- Additionally, the Contractor is expected to implement current requirements documents, such as DOE O 414.1D and EM-QA-001, *EM Quality Assurance Program (QAP)*, which contain requirements that are in addition to or provide clarification of requirements.
- Implementation of the above standards may involve tailoring to be aligned with the QA consensus standard specified in the Contract. Applied tailoring shall be discussed and approved by DOE to ensure the requirements of the QA consensus standard specified in this contract are adequately implemented.
- With DOE approval, these standards can be substituted or augmented by other documented industry standards, practices, or guidance. The Contractor’s QAP will specify which of the above standards (including substitutions or additions) will be implemented. Where conflicts exist between the guidance and the QA consensus standard specified in the Contract, the consensus standard requirements will take precedence. Tailoring agreements will be specified in writing, provided to DOE for approval, and maintained as a record. For those implementation standards not used, the Contractor’s QAP will provide a justification.

**C.4.10.8.1 Requirements Management Program**

**Background**

The Contractor shall manage requirements through the incorporation and utilization of the Government-furnished requirements management, and implement the Hanford requirement management business system standard. The Contractor shall maintain the approved system for the life of the Contract and shall ensure DOE can utilize the system.

In addition to the instructions, procedures, and drawings requirements specified in Section H clause entitled, *Quality Assurance Requirements for Work Performed by the U.S. Department of Energy Office of Environmental Management*, the Contractor shall implement a requirements management system that entails managing legal, regulatory, contractual and technical requirements, and enduring commitments of a project to ensure and maintain alignment between those requirements and the project’s implementing plans, activities and work products. The Requirement Management Program encompasses the tasks of establishing a requirements baseline, crediting the documented implementing provisions, and maintaining bidirectional traceability to and from implementing provisions, under change controls and maintaining configuration management.

As a program/project management function, the purpose of requirements management is to manage requirements of the Contractor’s programs, processes, products and product components and to ensure alignment between those requirements and the Contractor’s implementing plans, work instructions, and work products.

**General Scope and Desired Outcome**

The desired outcome is the implementation of an effective requirements management program that establishes and maintains a complete requirements dataset that provides bidirectional traceability to implementing provisions, and from those documented implementing provisions back to applicable requirement sources. The requirements sources include, but are not limited to, direct contractual...
provisions; applicable CRDs; applicable DOE directives; applicable federal, state, and local regulatory
requirements; permit provisions; applicable DOE Standards; applicable Hanford Site standards; adopted
industry standards; adopted guidance; enduring commitments from enforcement actions or corrective
actions; and demonstrating that applicable requirements are adequately implemented within the
Contractor’s documented programs, plans, procedures, and/or work instructions.

Detailed Scope

The Contractor shall:

- Develop, document, and implement an effective requirements management system that satisfies the
  related user provisions described within the Hanford requirements management business system
  standard.

- Implement a requirements management system, facilitated in part through the use of a
  Government-furnished software tool distributed through the HLAN. The Contractors interface with
  the requirements management system is facilitated through the support of the designated Hanford Site
  Service provider, who administers the software and provides training on its use.

- Describe in detail, the Requirements Management Program in the Contractor’s QAPD.

C.4.10.8.2 Procedure Management

The Procedure Management System provides electronic processing and delivery for the DOE procedure
system documents on the intranet. DOE provides technical procedure content, and the system and
associated services is provided by the Contractor. The Contractor shall:

- Provide, implement, administer and maintain a Procedure Management system.

- Provide initial and reoccurring training on its use at a frequency necessary to maintain capability and
  proficiency.

- Develop and maintain a Procedure Management Standard and Procedure Management Procedure for
  DOE approval; changes to these shall be approved by DOE.

- Coordinate and interface with DOE to maintain the configuration of the process and the Standard and
  Procedure.

- Utilize commercially available off-the-shelf software.

- Monitor program costs and identify cost efficiencies. Costs shall be measured and reported to DOE
  annually or as requested by DOE.

C.4.10.8.3 Control of Purchased Items and Services

In addition to the control of purchased items and services requirements specified in Section H clause
entitled, Quality Assurance Requirements for Work Performed by the U.S. Department of Energy Office
of Environmental Management, the Contractor shall develop and implement, if applicable to the work
scope, a commercial-grade dedication program that incorporates the guidance of EPRI 2014 Technical
Report Plant Engineering: Guideline for the Acceptance of Commercial Grade Items in Nuclear
Safety-Related Applications. This program shall be described in detail in the Contractor’s QAPD and
approved by DOE.
C.4.10.8.4 Issue Management and Tracking

In addition to the control of nonconforming Items and corrective action requirements as specified in Section H clause entitled, Quality Assurance Requirements for Work Performed by the U.S. Department of Energy Office of Environmental Management, the Contractor shall provide an issue management system (IMS) that shall include:

- Requirements to effectively document issues, document corrective action plans, and document issue closure.
- A comprehensive system for the identification, assignment of significance category, and processing of nuclear safety-related issues identified within the Contractor’s organization.
- A process to assign significance to the issues which shall be the basis for actions taken by the Contractor in correcting the issue from initial causal analysis, reviews for reporting to DOE, through completion of Effectiveness Reviews, if required based on the seriousness of the issue.
- A detailed description of the IMS, the significance, shall be included in the Contractor’s QAPD and approved by DOE.

The Contractor’s IMS design shall incorporate and utilize the Government-furnished Business Enterprise software suite, and implement the Hanford IMS Business System Standard. The Contractor’s interface with the Business Enterprise Software Suite is facilitated through the support of the designated Hanford Site Service provider. The Contractor shall describe this system in detail in its QAPD, approved by DOE.

Quality Assurance Requirements for Computer Software for Nuclear Facility Applications

The Contractor, in addition to the software requirements contained in the QA program specified in Section H clause entitled, Quality Assurance Requirements for Work Performed by the U.S. Department of Energy Office of Environmental Management, shall develop and implement a software program that incorporates the guidance of the Institute of Electrical and Electronic Engineers (IEEE) Software Engineering Standards listed in Attachment J-2, or other IEEE standard that are applicable to the Contractor’s scope of work. This guidance shall be incorporated into the Contractor’s program when addressing software life cycle activities, such as requirements identification, software design, software test planning and testing, and software verification and validation. This program shall be described in detail in the Contractor’s QAPD and approved by DOE.

Boundaries, Constraints, and Interfaces: None.

C.4.10.9 Conduct of Operations

Background

The Contractor shall establish a Conduct of Operations (CONOPS) Program that includes formal documentation, practices, and actions that implement disciplined and structured operations that support mission success and promote worker, public, and environmental protection. The goal is to minimize the likelihood and consequences of human fallibility or technical and organizational system failures. The program is a safety management program recognized in the Nuclear Safety Rule (10 CFR 830 entitled, Nuclear Safety Management), but it also supports safety and mission success for a wide range of hazardous, complex, or mission-critical operations, and some Conduct of Operations attributes can enhance routine operations.
The program will support the ISMS by providing concrete techniques and practices to implement the ISMS Core Functions of Develop, Implement Hazard Controls, and Perform Work within Controls.

Key Customers

- DOE
- OHCs

General Scope and Outcome

The Contractor shall conduct operations in accordance with the requirements of CRD O 422.1, Chg 2, *Conduct of Operations*, to minimize the likelihood and consequences of human fallibility or technical and organizational system failures.

Detailed Scope and Requirements

The Contractor shall:

- Develop and implement a CONOPS Program using the specific conduct of operations requirements and attributes identified in CRD O 422.1 entitled, *Conduct of Operations*, for Hazard Category 1, 2, and 3 nuclear facilities.
- Develop and implement a CONOPS Program for other than Hazard Category 1, 2, and 3 nuclear facilities, specifically:
  - Water and Sewer Utilities,
  - Electrical Utilities, and
  - Through contractor evaluation, other operations that could benefit from the formality of operations defined in CRD O 422.1 entitled, *Conduct of Operations*.
- Provide to DOE for approval a matrix consisting of entries for each specific CONOPS requirement and attribute of CRD O 422.1 entitled, *Conduct of Operations*, and a citation of the specific documentation that implements the item, or a justification for each item that is not implemented.
- Review, update, and obtain approval of documentation, demonstrating conformance at inception, when changes in conditions require changes in the documentation, and at least every three (3) years or as directed by DOE (minor administrative changes and corrections or routine updates to cited documents do not require new DOE approval).
- The Contractor shall notify the FR prior to conducting event investigations (critique, fact-finding, post-job). Notification shall be made, allowing sufficient time for the FR to attend.

Boundaries, Constraints, and Interfaces

Boundaries and Constraints: DOE is the final interpretive authority for both technical and QA requirements, and industry guidance usage. DOE administers, interprets, and monitors effective implementation of DOE QA policies and associated documents, including the Contractor’s QAP.

Interfaces: None.
C.4.10.10 Beryllium

Background

OHCs are required to implement a Chronic Beryllium Disease Prevention Program (CBDPP) that minimizes the number of workers exposed or potentially exposed to Be, minimizes the number of opportunities for workers to be exposed to Be, and minimizes the disability and lost work time of workers due to chronic Be disease, Be sensitization and associated medical care. Facilities the Contractor will be assigned under this Contract have not previously been identified as suspect Be facilities; however, that does not mean the facility(ies) are free of Be. Since the Contractor may employ workers who have either been exposed or potentially exposed to Be at a DOE facility, the Contractor is required to have an approved CBDPP.

General Scope and Outcome

The Contractor shall implement the Hanford Site CBDPP that complies with 10 CFR 850 entitled, *Chronic Beryllium Disease Prevention Program*. The desired outcome is the implementation of a CBDPP that ensures no workers are exposed to an airborne concentration of Be greater than the permissible exposure level, and an effective counseling/concerns program that fully addresses and resolves employee issues with regard to Be exposure.

Detailed Scope and Requirements

The Contractor shall:

- Perform work in compliance with the approved CBDPP including, but not limited to:
  - Assisting DOE in the surveillance of OHCs’ implementation of the Hanford Site CBDPP. The Contractor shall provide services to DOE to assist federal resources in oversight activities, including the capability to obtain independent Be samples.
  - For characterization purposes, collecting bulk or wipe samples from building/structure surfaces with no visibly accumulated dust. The bulk and wipe sample results shall be evaluated against the criteria as described in the Be Sampling Protocol document that is included as Attachment J-14 entitled, *Beryllium*.
  - Investigating building/structure Be survey results that meet or exceed 0.1 µg/100 cm² for a wipe sample or 1 ppm for a bulk sample, per NIOSH 7300 series methodology, to identify the extent of potential Be contamination. The DOE Be SME shall be notified within one (1) working day of results meeting or exceeding these levels. The area where the potential Be contamination was detected shall be re-sampled within three (3) working days, or an alternate time frame consistent with the Hanford Site CBDPP. The area may be considered Be free if the geometric mean of the sample results is less than 1 ppm or 0.1 µg/100 cm², and no sample results exceed 2 ppm or 0.2 µg/100 cm². This criteria does not apply to outdoor waste sites, which shall continue to comply with the current requirements of the Site-wide CBDPP.
  - Maintaining the centralized database for Be sampling and characterization data collected by OHCs and provide an annual report to DOE summarizing this data.
  - Implementing facility-specific postings consistent with the Hanford Site CBDPP.
Maintaining the Beryllium Health Advocate (BHA) program for Be-affected workers on the Hanford Site. This program shall assist Be-affected workers in working with onsite and offsite medical providers and with OHCs.

The BHA shall:

- Attend meetings of the Beryllium Awareness Group (BAG) and the Site-wide CBDPP Committee to support these groups in obtaining documentation, conducting research and addressing issues.
- Provide recommendations to DOE on improvements to the medical restriction/removal process, interfaces with the Hanford Site Workers’ Compensation Claims Services contractor, and Be counseling.
- Provide assistance to Be-affected workers (workers who have been diagnosed as Be sensitized, having Chronic Be Disease, or other medical conditions related to Be) in navigating:
  - Workers’ compensation claims,
  - EEOICPA claims, and
  - Contractor HR policies and procedures that are applicable to the needs of Be-affected workers, particularly travel policies and procedures for medical-related trips.
- Assistance with workers’ compensation claims shall not be inconsistent with Section H clause entitled, *Workers’ Compensation Insurance*. Assistance provided with EEOICPA claims shall not be inconsistent with Section H clause entitled, *Energy Employees Occupational Illness Compensation Program Act (EEOICPA)*.
- Provide assistance/information to the Hanford workforce about Be-related medical services provided by the Hanford Site Occupational Medical Coordinator and other medical facilities, such as the National Jewish Hospital in Denver, Colorado.
- Assist Be-affected workers in gathering exposure data and other historical/administrative data and provide the data to the affected worker. The worker is responsible for determining how the data is used for workers’ compensation and EEOICPA claims. The BHA shall not have the authority/responsibility to validate the data or information gathered for the affected worker.
- Act as a liaison between contractor organizations, the workforce (specifically the BAG), and DOE, to enhance communications and help resolve issues using existing processes and procedures.
- Identify high interest Be topics and assist in developing communications on those topics.
- Assist OHCs in encouraging workforce participation in Site-wide efforts related to Be (e.g., epidemiology studies, medical surveillance, and historical Be activities onsite).
- Increase worker awareness of the contents of the Hanford Site CBDPP and other sources of BE information.
- Supervisors, planners, and Person in charge who are involved with work activities involving a Be Work Permit shall complete the existing Be worker training course (complete within 60 days).
- Provide administrative support for the Hanford Site CBDPP, Be web page, and Site Be training. Provide logistics support to the BAG and CBDPP Implementing Committee.
1 Boundaries, Constraints, and Interfaces
2 Boundaries and Constraints: None.
3 Interfaces:
4 • The Contractor, including the BHA, shall coordinate with the Hanford Site EEOICPA Program
5 Manager when assisting BE-affected workers, with respect to their EEOICPA claims.
6 • The Hanford Site Occupational Medical Contractor is responsible for implementing portions of
7 10 CFR 850, Chronic Beryllium Disease Prevention Program, as required by the Site Occupational
8 Medical Director. Therefore, the Contractor shall coordinate with the Occupational Medical
9 Contractor when implementing the Hanford Site CBDPP.
10 • The Hanford Site Workers’ Compensation Claims Services contractor is responsible for processing
11 workers’ compensation claims of specified Hanford Site contractor and subcontractor employees in
12 accordance with Title 51 RCW, Industrial Insurance. Therefore, the Contractor and BHA shall
13 coordinate with the Hanford Site Workers’ Compensation Claims Services contractor and the DOE
14 Hanford Site Workers’ Compensation Program Manager when assisting Be-affected workers with
15 respect to their Hanford Site workers’ compensation claims.

C.4.11 General Performance Requirements
The scope of this section includes activities such as Engineering, Business Administration, Program and
Project Management, and other general performance requirements. These are internal services, which
support other functional areas within the Contractor; therefore, key customers are not listed.
The Contractor shall develop, implement, and maintain the required plans and actions in accordance with
the laws, regulations, and DOE directives applicable to each of the scope areas. The Contractor shall
optimize these services through an integrated planning approach.

C.4.11.1 Engineering
General Scope and Outcome
The desired outcome is an Engineering service that provides engineering leadership and resources to
accomplish the work scope.

Detailed Scope and Requirements
The Contractor shall provide Engineering and Project Design (System/Flow Sheet Analysis, Design,
Procurement, Construction and Acceptance Testing) functions. Engineering services includes the
engineering necessary to support systems and facilities relative to planning, operations, maintenance,
upgrades, renovations, and replacement for the Contractor scope of work. Additionally, Engineering
services provides appropriate engineering analysis to predict system and facility modifications and
expected renovation to support the DOE budget cycle. Project Design provides the design authority
support for procurement and construction-related activities.
The Contractor shall:
• Develop and maintain engineering procedures and processes.
• Provide oversight and management of the Design Authority program.
• Conduct management assessments of engineering processes and work products.
• Provide access to engineering resources and management for new projects, activities, and work-complete as-buils.

• Manage buyers’ technical representatives for design agent subcontracts.

• Provide engineering support for Site-wide procurements.

• Provide designer/drafting support and maintenance of drawing standards.

• Provide Arc Flash program maintenance.

• Provide NFPA 70 Electrical Authority Having Jurisdiction.

• Provide and manage Value Engineering sessions and studies.

• Provide the necessary resources to analyze existing systems and services to the extent necessary to predict system, facility, or equipment replacements or renovation.

• Provide resources to support engineering studies and cost-benefit analyses.

• Act as the design authority, with duties including developing design solutions, preparing design media and documentation, maintaining the design basis, and performing design reviews.

• Develop a list of the standards to be used in the design of systems, facilities and equipment.

• Ensure that project designs meet applicable standards, and the list of applicable standards is maintained under configuration control.

• Integrate safety into the design process.

• Conduct periodic design, constructability, and operability reviews.

• Facilitate independent DOE design reviews to demonstrate the project will perform its intended functions and meets requirements.

• Provide the design at the end of the three (3) design stages (conceptual, preliminary and final), or as otherwise directed by DOE, for DOE review.

• Resolve comments resulting from these reviews with DOE.

The Contractor shall, through its Engineering function:

• Take the lead for acceptance of components and systems, including as-built design drawings.

• Certify to DOE that construction has been initiated.

• Maintain a construction inspection system and acceptance testing system, perform inspections and testing, and ensure the work performed under the Contract conforms to Contract requirements.

• Provide and maintain an inspection system, acceptable to the Government, covering the supplies, fabricating methods, and special tooling and services under this Contract. Complete records of inspection work performed by the Contractor shall be maintained and made available to the Government during Contract performance and for as long afterwards as the Contract requires (see clauses E.2.b and E.3.b).

C-183
• Maintain complete inspection and testing records and make them available to DOE. DOE may elect to use independent acceptance inspectors to participate in acceptance testing and system turnover.

Ensure the development and use of an integrated Construction and Acceptance Testing Program that includes the following elements:

• Verification and approval of vendor’s shop drawings to assure conformity with the approved design and working drawings and specifications.

• Acceptance test plans and procedures for onsite Contractor/subcontractor inspection of construction workmanship, compliance with design drawings and specifications, management of the design construction changes, and criteria for acceptance of fabricated and constructed items.

• Integrated construction acceptance test plans and inspection of construction to assure adherence to approved working drawings and specifications.

Ensure the development and use of an As-built Program. The as-built process and associated procedures shall identify:

• Description of the as-built process, including the role of DOE and the operations contractor. Operations shall participate in acceptance of the as-built design, following construction and commissioning.

• Drawing series to be as-built.

• Document control process for maintaining as-built drawings.

• Procedures for modification of the as-built drawings.

• Remain current on the process and facility As-built Program, during the construction and acceptance phase.

• Report the status of the As-built Program, in accordance with the process defined in the Procurement, Construction, and Acceptance Testing Plan.

• Certify to DOE that system or facility acceptance has been completed. Completion of system or facility acceptance is defined when the components and systems associated with the facility or system have been installed, functionally tested, and the facility design as-built documents are complete, in accordance with the Procurement, Construction, and Acceptance Testing Plan.

Boundaries, Constraints, and Interfaces: None.

C.4.11.2 Business Administration

General Scope and Outcome

The Contractor shall provide the management expertise, leadership, and business administration processes and systems to perform Contract Section C requirements safely, securely, efficiently, and in a cost-effective manner.

The Contractor shall provide required business administration activities, including internal management, contract administration, and financial controls.
The desired outcome is cost-effective internal business administration that enables good business decisions, sufficient resources to manage the Contract activities, and a cooperative and (as appropriate) collaborative working relationship with OHCs, stakeholders, and DOE.

**Detailed Scope and Requirements:**

The Contractor shall implement necessary business management and risk mitigation processes based on national standards, certified systems, and best business practices.

The Contractor shall determine the specific methods for accomplishing the business administration activities and be accountable for results and outcomes.

**Boundaries, Constraints, and Interfaces**

Boundaries and Constraints: None.

Interfaces: Regulators and stakeholders.

**C.4.11.3 Internal Audit**

**Background**

The Internal Audit function for this Contract is derived from the Section I clause entitled DEAR 970.5232-3, Alternate II entitled, Accounts, Records, and Inspection. Satisfactory implementation includes performing audits in accordance with Generally Accepted Government Auditing Standards or the Internal Audit Standards.

**General Scope and Outcome**

The Contractor shall provide internal audit activities in accordance with the Section I clause entitled DEAR 970.5232-3 Alternate II entitled, Accounts, Records, and Inspection.

The desired outcome is an internal audit function that is fully compliant with applicable requirements.

**Detailed Scope and Requirements**

The Contractor shall conduct internal audits and examination of the records, operations, expenses, subcontractor costs and the transactions with respect to costs claimed to be allowable under this Contract, at least annually. Up to eight (8) additional audits shall be conducted based on risk analysis, including input from DOE. The results of such audits, including the working papers, shall be submitted or made available to the DOE CO or a COR. The Contractor shall include this requirement in cost-reimbursement subcontracts (time and materials, labor hour, cost plus for non-fixed price contracts) with an estimated cost exceeding $5 million and expected to run for more than two (2) years, and other cost-reimbursement subcontracts as determined by DOE.

The Contractor shall provide routine reports as required by DOE, such as:

- Annual Audit Activities Report,
- Internal Audit Annual Plan,
- Internal Audit Reports, and
- Quarterly Internal Audit Status Report.

**Boundaries, Constraints, and Interfaces:** None.
C.4.11.4 Employee Concerns Program

Background

The DOE Employee Concerns Program (ECP) requires that contractors establish and maintain an ECP. The Contractor shall accept, for resolution, existing employee concerns that remain unresolved at the close of the initial Contract transition period.

General Scope and Outcome

The Contractor shall establish and maintain an ECP that complies with CRD O 442.1A entitled, *Department of Energy Employee Concerns Program*. The desired outcome is an ECP that effectively addresses, resolves, and prevents recurrence of employees’ concerns.

Detailed Scope and Requirements

The Contractor shall:

- Accept, for resolution, existing employee concerns unresolved at the close of the initial contract transition period.
- Establish and maintain an effective and efficient ECP, in accordance with DOE-0400, Hanford Site-wide Employee Concerns Program Procedure.
- Participate in the chartered Site-wide ECP committee.
- Assist DOE in the resolution of employee concerns in a manner that protects the health and safety of both employees and the public and ensures effective operation of DOE-related activities under their jurisdiction.
- Ensure employees and subcontractor employees are advised of their rights and responsibilities to report concerns relating to environment, safety, health or management of DOE-related activities, and to do so without fear of harassment or reprisal.
- Cooperate with assessments used to verify that they have acted to minimize, correct or prevent recurrence of situations that precipitated a valid concern.
- Evaluate and attempt to resolve employee concerns in a manner that is protective of the health and safety of employees and the public.
- Use alternate dispute resolution techniques whenever appropriate.
- Conduct an annual self-assessment to measure the effectiveness of the ECP and implement corrective actions, as necessary.
- Provide timely notification to DOE of significant staff concerns or allegations of retaliation or harassment.
- Cooperate with DOE regarding requests for documentation or information involving employee concerns. Maintain configuration control of DOE-0400, Hanford Site-wide Employee Concerns Program Procedure.
Boundaries, Constraints, and Interfaces

Boundaries and Constraints: None.

Interfaces: Subcontractors, and/or other federal agencies.

C.4.11.5 Strategic Partnership Projects

Background

Strategic Partnership Projects (SPP) (previously known as work for others) is work performed for non-DOE entities.

General Scope and Outcome

The Contractor may perform work for non-DOE entities, including other U.S. Government agencies on a fully reimbursable basis.

The desired outcome is to have an SPP Program that leverages the resources and capabilities of the Contractor to the benefit of the Government.

Detailed Scope and Requirements

The Contractor shall:

- Develop and submit to DOE for approval, SPP Program prior to performance of SPP activities.
- Submit SPP proposals for DOE approval prior to making commitments.
- Conduct SPP Program, as approved by the CO, and in accordance with Section I clauses entitled, DEAR 970.5217-1 entitled, SPP Program, and DEAR 970.5232-6 entitled, Strategic Partnership Project Funding Authorization. The Contractor shall manage and execute the SPP Program on a non-interference basis with DOE work.

Boundaries, Constraints, and Interfaces: None.

C.4.11.6 Program Management

Background

Program Management consists of strategic and tactical planning, performance management, budget planning, contract performance baseline, performance measurement baseline, risk management, interface management, program/project integration, QA, and the contractor assurance program. These are functional program management elements, which support the Contractor’s performance of the other contract functional areas; therefore, key customers are not listed.

Sections C entitled, Program Management and C entitled, Project Management of the PWS are provided in detail to specify the essential program management and project management elements the Contractor shall adhere to in the development and conduct of its programs and activities. To maintain clear expectations for Program Management and Project Management, cross references to Section C entitled, Project Management are provided in the Program Management section, where additional clarity on the specific requirements is required. The interface requirements between Program and Project Management are described in Section C entitled, Program Project Integration.

The Contract work scope ranges from level of effort to the management of larger programs and activities (i.e., operations), and includes the management of small and large projects. The Contractor shall apply the
functional program management elements to the conduct of all functional area activities under this Contract. DOE seeks to continuously improve performance under this Contract, and seeks the effective execution of its program management function.

### General Scope and Outcome

The Contractor shall execute the program management work scope to ensure cost and schedule efficiency, while managing programmatic risks. The Contractor shall ensure that performance management practices are used in the performance of work, including development of management, program, and project plans, planning data, disciplined change control processes, service level agreements, and performance measures. Master Plans are specified in some functional areas but shall not preclude the development and completion of master plans for other functional areas. The Contractor shall use master and program plans to ensure the success of the functional areas within the Contract. The Contractor shall prepare and submit a PMP for DOE approval. The PMP shall describe the approach for managing and controlling activities necessary to execute this Contract and shall focus on Contractor policies, methods, and approach to achieve integration of scope, schedule, cost, risk, and funding information, inclusive of performance metrics, plans and service level agreements. Change Control Thresholds shall be defined in the PMP. The PMP shall describe the application of DOE O 413.3B entitled, Program and Project Management for the Acquisition of Capital Assets, and the standards and guides listed in Section H clause entitled, Integrated Work Control Systems and Reporting Requirements, as clarified and described below.

The PMP and other plans required under this contract shall expand on the requirements of this Contract and provide the detail necessary to ensure the successful initiation, planning, and completion of the PWS.

The Contractor shall implement program performance management practices and principles to assure effective and efficient delivery of products and services under this Contract. Program formulation activities, such as studies to recommend system changes and project formulation (justification of project need) based on customer forecasts, maintenance trends, condition assessments, risk mitigation and system design life, are required along with periodic studies designed to confirm opportunities to improve life cycle cost/risk/benefits through new methods or new technologies. The application of program management principles shall be applied using a graded approach using the standards and guides listed in Section H clause entitled, Integrated Work Control Systems and Reporting Requirements.

The Contractor operations for this Contract are not subject to DOE O 413.3B entitled, Program and Project Management for the Acquisition of Capital Assets, requirements for critical decisions. Tailored Earned Value Management System (EVMS) reporting is required under Section C entitled Performance Management for some activities. The appropriate project management principles in DOE O 413.3B entitled, Program and Project Management for the Acquisition of Capital Assets, shall be applied using a graded approach as described below:

- Level of effort (DOE O 413.3B entitled, Program and Project Management for the Acquisition of Capital Assets, does not apply). Only that effort that is unmeasurable or for which measurement is impracticable may be classified as level of effort.

- Operations (i.e., patrol operations, electrical utilities operations such as switching). DOE O 413.3B entitled, Program and Project Management for the Acquisition of Capital Assets, does not apply.

- Fixes, retrofitting, upgrades, replacement or modification to a real property or installation of new real property asset less than $150,000 (i.e., water maintenance, IT maintenance). DOE O 413.3B does not apply.
• Fixes, retrofitting, upgrades, replacement or modification to a real property or installation of new real property asset between $150,000 and $499,999 (i.e., fixing a pump system, meteorological tower).

• Apply project management principles of DOE O 413.3B using a graded approach.

• Fixes, retrofitting, upgrades, replacement or modification to a real property or installation of new real property asset between $500,000 and $9,999,999. Apply project management principles of DOE O 413.3B entitled, Program and Project Management for the Acquisition of Capital Assets, in accordance with Section C entitled, Project Management.

• Fixes, retrofitting, upgrades, replacement or modification to a real property asset or installation of new real property asset $10 million and greater. DOE O 413.3B entitled, Program and Project Management for the Acquisition of Capital Assets, required, in accordance with Section C entitled, Project Management.

• The desired outcome is predictable and consistent Contractor performance, aligned to mission needs and conducted within annual and multi-year baselines.

• Management and technical information developed under this Contract shall be accessible electronically by the Government.

**Detailed Scope**

The Contractor shall:

• Provide management and technical information.

• Ensure a programmatic incorporation and integration of Section C entitled, Real Property Asset Management, with both Program and Project Planning.

• Enable DOE to meet the data requirements of the DOE Integrated Planning, Accountability, and Budgeting System.

• Ensure transparency in program and project performance and efficiency in program execution.

• Support audits evaluations.

• Support other DOE performance assessment and information needs.

• Plan work through completion.

• Delineate scope into manageable pieces for control of scope, schedule, and cost objectives within established roles and responsibilities.

• Integrate scope, schedule, and cost objectives into a plan by which accomplishments are measured.

• Objectively measure and analyze contract work activities including, but not limited to, operations and maintenance activities.

• Manage work activities to their definable scopes of work, costs, schedule plans, milestones, and performance metrics.

• The Integrated Investment Portfolio (IIP) shall provide the scope, cost, schedule plans, milestones, and performance metrics.
C.4.11.6.1 Strategic and Tactical Planning

The Contractor shall align with the Hanford cleanup mission and shall:

- Ensure a life cycle program framework for successful management, operations, technical capability, reliability, quality, and safety.
- Implement a programmatic model that creates a scalable approach to operate, optimize, and modernize infrastructure and service delivery, including continued realignment to the DOE cleanup mission and vision.
- Progress to end states in planning documents, such as ISAP and master plans, and refine end states as services, information, and functions are more fully analyzed and understood.
- Manage real property assets in accordance with Section C entitled, Real Property Asset Management.
- Incorporate and integrate requirements of Section C entitled, Real Property Asset Management in the strategic and budget planning.
- Close infrastructure, functional, and service gaps and identify future infrastructure and service needs and develop solutions to close these gaps with implementation plans, including needs outside the Contract term.
- Plan work through completion.
- Implement a forward thinking program for operating, maintaining, and investing that meets contract requirements and enables life cycle cost reductions.
- Drive towards downsizing with an understanding that there will be exceptions that will require upsizing.
- Ensure compliance with NEPA and DOE NEPA implementing regulations and address appropriate and timely NEPA compliance and reviews (i.e., preparation of EIS, EA, CX documents) for the planned activities and projects across the Contract scope. Ensure activities and project(s) have not been segmented to meet the definition of and application of CX. Ensure the master plan considers connected and cumulative actions when evaluating NEPA, i.e., understand how activities are connected to other actions with potentially significant impacts or understand how smaller activities may have cumulative significant impacts which would require preparation of an EIS or EA.
- Ensure FIMS aligns with the planning.
- Ensure planning information and budget estimates align with the plans produced under this contract.
- Develop performance metrics for the functional areas that will be used to evaluate performance of functions delivered under this Contract and the physical condition of infrastructure and utilities, including systems and equipment necessary for the life cycle of Hanford cleanup for DOE approval, in accordance with Section C entitled, Performance Management.
Performance information shall be used in the development of the ISAP, including annual updates, and in determining the need for maintenance activities and projects.

Prepare an Integrated Facilities and Infrastructure Crosscut Budget, in accordance with DOE guidance.

**C.4.11.6.2 Performance Management**

The Contractor shall manage the planning, execution, and reporting of the work described in Section C in accordance with the Contract Section H clause entitled, *Integrated Work Control Systems and Reporting Requirements*. Standard earned value measurement, traditionally used to measure performance of Capital Asset Projects, may not be sufficient to measure the progress of the programmatic activities in the PWS. Therefore, additional performance metrics and milestones are used to define the progress of a programmatic activity and at some level shall be linked to the Hanford Site mission.

The Contractor shall:

1. Plan work through completion, including past the contract performance period if necessary, to layout the life cycle of the activity.
2. Break down scope into manageable pieces that can be assigned to responsible organizations for control of scope, schedule, and cost objectives.
3. Integrate scope, schedule, and cost objectives into a plan by which accomplishments may be measured.
5. Analyze significant variances and implement management actions to mitigate risks and manage cost and schedule performance.
6. Create performance metrics that measure the progress of an activity toward completing scope of the PWS and through the life cycle of the activity.
7. Cost performance is assessed by utilizing red/yellow/green indicators assigned in terms of the variance determined between the dollars planned to be spent for the month against the actual dollars spent in the month. Cost performance for Reliability Project Investment Portfolio (RPIP) projects is also assessed to capture project performance to date, through the life cycle of the component work scope.
8. Schedule progress is measured by comparing the planned amount for each metric by month and completion of milestones. Schedule performance for the RPIP and its components will be captured for the life cycle of the work scope components.
9. EVMS is required in accordance with direction below and in accordance with Section C entitled, *Project Management*.
10. Provide, as an attachment to the PMP, a Performance Management System Description (PMSD) for DOE approval that describes in detail the Performance Management System.
11. The PMSD shall describe the management processes and controls that will be utilized to manage and control work, and complete Contract requirements. The PMSD shall include:

   - The processes and the hierarchy of documents that will be used to describe and maintain the Contractors performance management system.
The processes the Contractor intends to use for change control, configuration control, interface control, and document control.

The incorporation of documents and standards included in Section H clause entitled, *Integrated Work Control Systems and Reporting Requirements*.

The organizational breakdown structure, including roles and responsibilities of each major organization, and identification of key management positions.

A list of software the contractor proposes to use for performance management and control.

The measurement techniques, including how the Contractor plans to use them for both programs and projects and how they will be applied.

**Metrics and Milestones**

The Contractor shall:

- Develop a performance measurement system in alignment with the methods listed below, utilizing DOE O 413.3B, *Program and Project Management for the Acquisition of Capital Assets*, tailored requirements for EVMS:
  - Level of effort (planned versus actual cost). Only effort that is unmeasurable or for which measurement is impracticable may be classified as level of effort.
  - Operations (i.e., electrical utilities operations) (performance metrics and milestones).
  - Fixes, retrofitting, upgrades, replacement or modification to a real property or installation of new real property asset less than $150,000 (e.g., water maintenance, IT maintenance) (performance metrics and milestones).
  - Fixes, retrofitting, upgrades, replacement or modification to a real property asset or installation of new real property asset between $150,000 and $499,999 (e.g., fixing a pump system, meteorological tower) (best practices to address scope definition, cost, schedule, percent complete method).
  - Fixes, retrofitting, upgrades, replacement or modification to a real property or installation of new real property asset between $500,000 and $9,999,999 (tailored EVMS as described in Section C entitled *Project Management*).
  - Fixes, retrofitting, upgrades, replacement or modification to a real property or installation of new real property asset $10 million and greater (EVMS as described in Section C entitled *Project Management*).
  - A description of how Metrics for Service Organization Cost Account Charge Numbers (level 4-5 of WBS) will be developed and applied to measure work progress.

- Upon receiving DOE approval of the PMP, the Contractor shall fully implement the PMSD.
- Obtain CO approval prior to implementing changes to the PMP that would reduce the rigor, discipline, or effectiveness of the Performance Management System.
- Provide DOE with access to pertinent records, data, and plans for the purposes of initial approval, approval of proposed changes, and the ongoing operation of the performance management system.
• Submit a Monthly Program Performance Report representing the prior month’s performance and transmit it to DOE by the last Tuesday of each month.

• Develop performance metrics for DOE approval in each of the functional areas that will be used to evaluate performance of scope under this Contract and the physical condition of infrastructure and utilities, including systems and equipment necessary for the life cycle of Hanford cleanup for DOE approval.

• Establish the frequency of performance measurement against the metrics. Planned and actual performance shall be evaluated and reported in the monthly report.

The Monthly Program Performance Report shall be a written report that includes, but is not limited to, the following:

• Contractor narrative assessment.

• Significant accomplishments and progress towards completion of Contract goals and objectives.

• Cost Performance and/or Spend Plan: Actual cost vs. planned cost by month and fiscal year to date, along with a forecasted estimate at completion for the fiscal year. In addition to the estimate at completion for the fiscal year, the RPIP will include estimates that capture total project timeframes as specified in the PMP.

• Schedule/Performance Metrics: Status of planned vs. actual metrics including, but not limited to, regulatory metrics by month and projections including forecasts and explanations. Information also includes an explanation of actions in place or required to recover the scheduled, critical path activities that are in jeopardy, and significant schedule changes.

• Scope/Technical: Scope that is accomplished, significant programmatic and technical risks, and proposed mitigations, unresolved technical issues, lessons learned, QC issues, and changes in scope (additions, changes, or deletions).

• Risk Assessment, including identification of critical risks, actions planned and actions taken to address those risks, potential problems, impacts, and alternative courses of action, including quality issues, staffing issues, assessment of the effectiveness of actions taken previously for significant issues, or the monitoring results of recovery plan implementation.

• Usage of Management Reserve (MR).

• Management Planning and Control: Management concerns and issues, regulatory concerns, including projected commitments that will be missed or are in jeopardy, or GFS/I in jeopardy.

• Contract: Contract status and issues, contract modifications or options in process.

• Major issues, including actions required by the Contractor and DOE.

• Analysis of funds expenditure with fiscal year spend forecast projections.

• Evaluation of safety performance (including ISMS metrics and recordable injuries, lost-time injuries, and near-misses).

• Evaluation of performance metrics for key services provided under this Contract.
• Evaluation of the condition of infrastructure and utilities, including facilities, equipment, and systems including VAs.

Program Performance, including:
• Statused baseline schedule, which reflects progress against the baseline.
• Variance discussion(s), and potential issues related to significant milestones.
• Contract reconciliation and estimates-to-complete.
• Change control section that summarizes the scope, technical, cost, and/or schedule impacts resulting from implemented actions; and that discusses known or pending baseline changes and utilization of MR.
• Statused baseline schedule that reflects progress against the baseline.
• Actions required by DOE, including GFS/I and DOE decisions.
• Business structure information to demonstrate ongoing compliance with requirements.
• A 90-day look ahead for significant accomplishments, decisions, or GFS/I items.

Monthly, or as otherwise agreed to by DOE, the Contractor shall conduct program/project reviews with DOE and be prepared to address the information in the monthly reports, as well as other information requested by DOE.

Required performance reporting information shall be accessible to DOE through the Hanford Data Integrator or its online equivalent.

**Boundaries, Constraints, and Interfaces:** None.

**C.4.11.6.3 Interface Management**

**Background**

Interface Management is a key Site function for the effective and efficient delivery of Contract services to the OHCs, and an integral part of resolving issues from detailed field operations to establishing high-level policy between senior contractor management. Interface Management success is defined by the results that stem from two or more organizations working together to develop solutions within the parameters of their contracts. The role of Interface Management is to solve issues at the lowest level possible in the respective organizations, to maximize project efficiency and worker productivity. The Contractor and OHCs will make every effort to improve mutual understanding and cooperation and to seek resolutions in the best interest of the Government.

**General Scope, Expectations and Outcomes**

The Contractor shall:

• Develop a Hanford Site Interface Management Plan (governance policy) that communicates DOE expectations, as well as roles and responsibilities relative to inter-contractor leadership and cooperation in the conduct and advancement of the Hanford Site mission.

• Develop the initial Hanford Site Interface Management Plan and submit this deliverable to DOE for approval within 120 days after contract transition is completed. Future changes and modifications to the governance process will be made as necessary by the Contractor.
• Develop the Hanford Site Interface Management Plan in collaboration with DOE and the OHCs.

Serving in the role of Site Integrator, the Contractor will use its best judgment for making governance changes. The latitude, boundaries, and constraints of the Contractor in making changes to the governance processes will be outlined in the governance process deliverable approved by DOE.

Scope, Requirements, Directions

The Contractor shall utilize available management tools and best industry practices to execute an effective Interface Management function. The requirement for this scope of work is an effective Interface Management function that establishes, documents, and communicates all interface activities within the boundaries of the Contract and particularly the Hanford Site Services and Interface Requirements Matrix.

Interface agreements shall be developed with the best interests of the Government and will be transparent to internal Site customers. Customer service documents will be treated likewise.

• Site Governance Values, Objectives, and Expectations:
  – Make Site Integrator decisions that are in the best interest of the Government, without regard to individual contractor operating interests.
  – Forecast, adapt, and re-align to meet the changing business environment and DOE decisions.
  – Seek and adapt best industry practices for corporate governance.
  – Be flexible and facilitate change for DOE.
  – Be trustworthy and transparent with its customers.

C.4.11.6.4 Program/Project Integration

The Contractor shall describe program and project integration and their interfaces in the PMP. The plan shall describe each part of the project formulation steps, from strategic planning through project execution and ending with turnover/testing and acceptance of project outcomes. The Plan shall also describe which part of the organizational breakdown structure has responsibility for project formulation, project initiation and deliverables within this process. Requirements and strategies to address NEPA and other environmental requirements shall be addressed at the appropriate levels of the program planning process. The plan shall describe how integration between programs and projects will be accomplished for the duration of the project, from project formulation and initiation through project closeout and transition/turnover to operations.

The program shall lead the development of regulatory strategies, functional requirement documents, mission need documents, and capital determination, which shall also be integrated into the associated program/master plans.

After the development of the regulatory strategies, functional requirements and mission need documents, the Contractor shall plan and execute projects in accordance with Section C entitled Project Management.

C.4.11.6.5 Budget Planning

Section C, and Attachment J-4, Performance Evaluation and Measurement Plan of this Contract identifies the outcomes that must be achieved for the Contractor and DOE to be successful. A balanced portfolio of activity investments must be maintained for those outcomes to be realized. Functionally, the IIP is derived from the PMB and establishes the annual agreement between DOE and the Contractor as to service levels and planned activities achievable within the expected funding for the planning period.
Based on the annual DOE scope direction, contract-required plans, and risk, develop an execution year IIP, conforming to execution year funding levels against which future adjustments in scope or funding may be evaluated for effects, and creating a basis for documenting elements of contract scope that have been differently time-phased or eliminated, or otherwise adjusted as a result of these effects. Adjustments will be incorporated into the IIP, both execution year and out-years, in accordance with the approved Change Control Process. The out-year adjusted IIP data will form the basis for DOE budget formulation and the Contractor infrastructure and services alignment planning. The IIP information will be kept current and made accessible to DOE through the Hanford Data Integrator or its online equivalent.

In those instances where the IIP identifies elements of Contract scope that have been differently time-phased, eliminated, adjusted, or otherwise differ from the Contractor Performance Baseline (CPB), the IIP will form the basis for subsequent contract direction to ensure continued alignment of the CPB, including the preparation of Contract change proposals.

The RPIP is a subset of the IIP and shall be developed in accordance with Section C entitled Project Management.

**C.4.11.6.6 Contract Performance – Baseline**

The Contractor shall develop and submit an initial CPB for DOE approval, in accordance with Section H clause entitled, *Integrated Work Control Systems and Reporting Requirements*. The baseline submittal shall include:

- WBS dictionary sheets, with DOE approval required at the Contractor Control Level 4.
- Resource Loaded Schedules at Level 5 of the WBS; and
- Activity-based cost estimates at Level 6 of the WBS.

The WBS, WBS dictionary data, and the Basis of Estimate (BOE) data shall be provided in either Microsoft Word® or Microsoft Access® format. Cost data shall be provided in Microsoft Access® or Excel® format and the schedule shall be provided utilizing the current version of Primavera Systems, Inc.®, Enterprise for Construction™ software, unless agreed to otherwise by DOE.

Following initial submission, baseline information shall be accessible to DOE through the Hanford Data Integrator or its online equivalent.

The CPB is the life cycle integrated and traceable technical scope, schedule, and cost data that encompasses the activities to execute the requirements of this Contract. The CPB represents the overall Contractor Estimated Contract Cost as shown in Section B, Subsection B.2, *Contract Cost and Fee*.

The following documents shall be viewed collectively as the technical basis for the CPB:

- The Contract PWS;
- Approved interface control documents;
- WBS dictionary sheets, with DOE approval required at the Contractor Control Level 4;
- Schedule at WBS level 5;
- Activity-based cost estimates at Level 6 of the WBS; and
- Time-phased life cycle cost estimate of the negotiated contract.
The CPB scope, cost and schedule shall be linked through utilization of the WBS provided by DOE or as otherwise approved by DOE. The WBS shall encompass the activities required by this Contract and provide the basis for program/project control system components, including estimating, scheduling, budgeting, and program/project performance reporting. Control accounts within the WBS shall be identified.

The CPB Infrastructure Reliability Project schedule shall:

- Include applicable external interfaces, Contract TPA milestones and other regulatory and DNFSB commitments, and Government furnished equipment or information dependencies.
- Be an integrated, logical network-based plan that correlates to the WBS, is vertically traceable to the control accounts, and successfully aligns with the Contract schedule. The schedule shall be capable of summarizing from control accounts to higher WBS levels, and may also contain other discrete activities agreed to by DOE.
- Include activities of a general or supportive nature associated with Infrastructure Reliability Projects that shall be logic linked in the schedules for those projects. Other activities of a general or supportive nature will be included in the Cost Baseline, but will be excluded from the schedule.
- Provide additional working-level schedules deemed necessary by the Contractor that shall be integrated with the CPB and able to provide the graded reporting approach identified in section Performance Management.
- Include project resource plans; detailed resource estimates; BOEs; budgetary requirements; and identification of direct costs, indirect costs, and MR in the CPB cost estimate.
- Identify the method used to measure performance for each Work Package utilizing the “rolling wave” concept.
- If requested on an annual basis to support scheduling input into the DOE Integrated Planning, Accountability and Budgeting System, build a Primavera file that encompasses direct funded work scope into a single Primavera file, and electronically import this Primavera “XER” file into the Contractor Enterprise Project Structure node of the DOE Primavera database.

The baseline change process will be sufficiently rigorous and disciplined to ensure the CPB is accurate, up to date and capable of providing meaningful data and information.

The Contractor shall develop and submit for DOE approval, a Change Control Process document, with change authorities consistent with the approved PMP. The Contractor shall implement the Change Control Process with the CPB used as the reference for changes.

Baseline change information, including contract modifications, change requests, change logs, and MR log, shall be kept current and made accessible to DOE through the Hanford Data Integrator or its online equivalent.

**C.4.11.6.7 Programmatic Risk Management**

The Contractor shall implement a risk management process and submit a Program Risk Management Plan to DOE for approval. The Program Risk Management Plan shall be in alignment with the entirety of Section C, entitled Program Management, and with the PMP and shall incorporate the principles of risk management from DOE O 413.3B, Program and Project Management for the Acquisition of Capital Assets (or equivalent), DOE G 413.3-7A, Risk Management Guide, and GAO-09-3SP, GAO Cost
Estimating and Assessment Guide. These principles shall be tailored to meet an operations program.

The contractor’s Risk Management program shall be solely for progressing the success of the Hanford cleanup mission.

The Program Risk Management Plan shall also specify:

- The use of probabilistic risk analysis using Monte Carlo simulation, and identify Monte Carlo simulations will be run, at minimum:
- On an annual basis, the Contractor shall perform a Monte Carlo risk analysis to identify a recommended MR required to adequately address Contractor-controlled risk.
- The impact each programmatic risk has to the overall Hanford cleanup mission, quantified in terms of cost and schedule to the mission.
- Programmatic risk handling plans, including a link to applicable infrastructure real property asset (e.g., projects, maintenance activities).
- The process for identifying and characterizing programmatic risks resulting from changes in budget or funding. Programmatic risks relating to budget or funding scenarios shall be communicated to DOE during those processes.
- An annual “scorecard” rating each operational program area green, yellow, or red based on:
  - The probability of significant operational failure.
  - The impact of failure to the Hanford Site operations.
  - The cost and duration of recovery from operational failure (the Contractor and to OHCs).

Risk and decision management activities shall be coordinated on a continuing basis with DOE and OHCs. Contractor risk analysis information pertaining to “crosscutting” decisions shall be communicated to DOE and OHCs, including agreement as to the risk management lead for each risk. The interface management process shall be used to resolve confusion regarding risk impact and notification to OHCs.

C.4.11.6.8 Contractor Assurance

Background

CASs are an integral component of a contractor’s management systems and DOE’s Enterprise Risk Management. The DOE integrates its oversight activities with CAS to confirm the adequacy of the Contractor’s internal controls and integrated management systems.

CAS are designed and utilized by contractors to manage performance consistent with contract requirements. CAS enable the corporate parent, if applicable, to assess performance, provide data to the Contractor’s management decision-making process, and allow the Contractor to more effectively manage processes, resources and outcomes. CAS provide clear communication of the mission and operational performance and enable DOE to responsively determine the necessary level of federal oversight based on mission goals and needs. Under CAS, contractors provide reasonable assurance that their management controls are effective and efficient. CAS are risk-based systems that focus on outcomes and seek to minimize performance risk.

General Scope and Outcome

Contractors are expected to responsibly oversee their own work, identify concerns, and reliably report unexpected adverse outcomes in order to address and prevent recurrence. CAS cover the full scope of
contractor operations and is applied to operating and business functions, including systems for the protection of the worker, public, environment, property, business, and financial matters.

The desired outcome is a comprehensive, robust system of integrated management processes that inform management decision making and enable the Contractor’s accomplishment of mission in an effective, efficient, safe, and secure manner. The transparency of these systems to federal oversight enables the DOE’s oversight to be accomplished efficiently and effectively, by utilizing and leveraging the outcomes and information from effective CAS implementation.

**Detailed Scope and Requirements**

The Contractor shall:


- Maintain the DOE-approved system for the life of the Contract.

- Administer and maintain the Government-furnished contractor assurance business enterprise suite software, the CAS business system standard, and the CAS Forum for the life of the contract.

- Benchmark CAS best practices, and share Lessons Learned data, information, and feedback via the OPEXShare online network.

**Boundaries, Constraints, and Interfaces:** None.

**C.4.11.7 Project Management**

**Background**

The Contract is not a traditional project, but many program and project performance management practices and principles are applicable to assure effective and efficient delivery of products and services under this Contract. The application of program and project performance management principles shall be applied using a graded approach. Some activities, such as infrastructure reliability projects and capital asset projects, require the implementation of increasingly rigorous project management techniques. However, it is important to note that these projects are only enablers of the larger purpose of this Contract, which is the delivery of efficient and effective services and infrastructure in support of the Hanford Site mission. It is also important to note that projects and programs need to represent an integrated approach to project implementation; therefore, it is essential that programs be responsible for defining and providing the need (including the functional basis and timing) for these projects.

The Critical Decision (CD) process is described in DOE O 413.3B entitled, *Program and Project Management for the Acquisition of Capital Assets*, and is applied to larger individual projects (e.g., capital or line item projects) using a graded approach. The CD process is accomplished for other activities by successful execution of this Contract. DOE accomplishes CD-0 and CD-1 by the solicitation and award of the Contract. DOE accomplishes CD-2 and CD-3 by approval of key deliverables. The Contract is an operating activity in CD Phase 4 (Operations) and not required to implement the CD process unless a CAP in excess of the $10 million threshold from DOE O 413.3B entitled, *Program and Project Management for the Acquisition of Capital Assets*, and related DOE-HQ guidance is incorporated into the
Contract. For smaller reliability projects that do not exceed the $10 million threshold applicable to Capital Assets (as described in the DOE Financial Management Handbook and elsewhere), a graded approach to management is expected, utilizing principles described in DOE O 413.3B entitled, *Program and Project Management for the Acquisition of Capital Assets*. These projects shall be managed collectively as a portfolio. This contract has to support the relevant data requirements needed to move through the phases of mission support.

**Reliability Project Investment Portfolio and Maintenance Tasks**

The appropriate project management principles in DOE O 413.3B entitled, *Program and Project Management for the Acquisition of Capital Assets* shall be applied, using a graded approach as described below:

- Level of effort (CRD O 413.3B entitled, *Program and Project Management for the Acquisition of Capital Assets* does not apply).
- Operations (e.g., patrol operations, electrical utilities operations) (CRD O 413.3B entitled, *Program and Project Management for the Acquisition of Capital Assets* does not apply).
- Fixes, retrofits, upgrades, replacements, or modifications to a real property asset or installation of new real property asset less than $150,000 (e.g., water maintenance, IT maintenance). CRD O 413.3B entitled, *Program and Project Management for the Acquisition of Capital Assets* does not apply.
- Fixes, retrofits, upgrades, replacements, or modifications to a real property asset or installation of new real property asset between $150,000 and $499,999 (e.g., fixing a pump system, meteorological tower). Apply project management principles of CRD O 413.3B entitled, *Program and Project Management for the Acquisition of Capital Assets* using a graded approach.
- Fixes, retrofits, upgrades, replacements, or modifications to a real property asset or installation of new real property asset between $500,000 and $9,999,999. Apply project management principles of CRD O 413.3B entitled, *Program and Project Management for the Acquisition of Capital Assets* in accordance with Section C entitled *Project Management*.
- Fixes, retrofits, upgrades, replacements, or modifications to a real property asset or installation of new real property asset $10 million and greater. CRD O 413.3B entitled, *Program and Project Management for the Acquisition of Capital Assets* required and in accordance with Section C entitled *Project Management*.

From this categorization, the resulting portfolio of projects/work scope is referred to as the RPIP.

The RPIP comprises the work scope related to updating, upgrading or replacing elements of the fixed infrastructure and removing and/or dispositioning newly abandoned or replaced systems. These investments may be capital asset improvement projects, either line item or general plant projects, or they may be maintenance activities. Larger CAPs may be made up of one or more of these project types. They may be designed and implemented by either Contractor staff or by its subcontractors. The RPIP is informed by strategic and tactical planning for the Hanford Site Mission as implemented through a variety of contractors and the DOE. Mission need definition and adequate documentation, along with defined functions and requirements for proposed projects, is expected before budget/funding is requested for each project that comprises the RPIP. While predictive capabilities should prevent the need for emergent projects, DOE may work with the Contractor to shorten or accelerate this process for high-priority, emergent project needs. The RPIP is a subset of the PMB and its configuration shall be maintained in accordance with the approved Change Control Process and the PMP. The RPIP represents a set of
high-impact investments that are separately prioritized, funded and managed with additional rigor.

Since the projects within the RPIP respond to the needs and strategies identified by their respective programs at Hanford (including OHCs), it is also essential that project planning and execution are integrated with the programs that they support.

Principles of and requirements for project management for the RPIP scope apply in a graded approach at both at the portfolio level as well as the individual project level. DOE will continuously seek to improve performance under this Contract, and will seek effective Contractor program and project performance management and execution.

**General Scope and Outcome**

The Contractor shall provide management and technical information to:

- Meet the requirements of DOE O 413.3B entitled, *Program and Project Management for the Acquisition of Capital Assets* (or current version) using a graded approach. This includes implementation of graded approach of applying principles of project management to projects that do not meet the thresholds for a capital project as defined in the DOE Order.

- Support budget formulation activities including, but not limited to, emerging work items list, budget formulation input (including Integrated Priority List [IPL]), fall limited budget update submission, budget scenario development, and budget presentations (such as public and regulatory briefings);

- Meet the data requirements of the DOE Integrated Planning, Accountability, and Budgeting System (if required);

- Develop a standard set of activity codes that is approved by DOE;

- Maintain a standard set of activity codes in the project baseline schedules;

- Support audits, evaluations, and external technical reviews;

- Support other DOE project performance assessments and information needs;

- Ensure management and technical information developed under this Contract shall be accessible electronically by the Government;

- Provide management and technical information and support necessary; and

- Ensure transparency in project and associated program planning performance and efficiency in program and project execution.

The desired outcome is program and project delivery to support predictable and consistent Contractor performance that is aligned to customer needs, conducted within annual and multi-year baselines.

**Detailed Scope and Requirements**

Reliability Project investments shall be selected through a process that involves the project stakeholders, including DOE sponsors.

The Contractor shall:

- Manage the RPIP as a life cycle integrated portfolio of work, where strategies to consolidate and integrate planning activities to achieve efficiencies and mitigate risk are evaluated at the portfolio level.
• Develop and submit the Reliability Project Investment Selection Process as part of the RPIP master plan (MP). The process shall include selection criteria as well as go/no-go decision criteria for various project phases. This process may be incorporated into the Contractor Change Control Process, RPIP MP, or maintained as a separate process document.

• Optimize these services through an integrated planning approach. Key project documents, requirement agreements, technical basis, and relevant guidance shall be made available to DOE in electronic format.

C.4.11.7.1 Planning

Development of the life cycle baseline for the portfolio of projects captured in the RPIP varies from year to year and depends on needs defined by the various programs and larger projects at Hanford both within and outside of this Contract. Regardless of the source, identification of these needs (sometimes referred to as “mission” needs) shall follow principles set forth in DOE O 413.3B entitled, Program and Project Management for the Acquisition of Capital Assets, and elsewhere, where the need for the project is documented.

Project Initiation

Projects on the RPIP shall be defined by a documented and traceable gap in capability (a difference in the current state versus a desired state). Example documentation may include (but is not limited to) documented forecasts of additional or change in system capability, condition assessments, operations performance trends, maintenance trends, risk mitigation, emerging technology that represents new or revised capabilities or system improvements that offer life cycle cost benefits over an older system, or emergent items.

Mission and crosscutting programs and projects at Hanford are responsible for developing, revising, and executing strategies to meet the various end states at Hanford, and these involve common infrastructure items for the Site. Since programs and projects for cleanup at Hanford are often acquired through multiple contracts and involve two Field Offices, the collection of needs through various mechanisms may need to be tailored. The gap in capability does not specify an alternative to fill the gap, but identifies a range of possible solutions with an associated cost range and expected timeline. This documentation is expected to be in place through the IIP submittal prior to DOE authorization of the project. For projects following the CD process as required in DOE O 413.3B entitled, Program and Project Management for the Acquisition of Capital Assets this documentation is included in the CD-0, Justification of Mission Need.

The following documents are expected to be available at the time of the IIP submittal as part of the basis to authorize RPIP project starts:

• Justification of Mission Need (including applicable technical basis documents);
• Functions and Requirements;
• Scope Statement;
• Cost Range;
• NEPA screening documentation;
• Preliminary project timeline including known key decisions or support required by DOE; and
• Other relevant documentation (can be referenced) to define the pre-conceptual scope, cost range and timeline for the project (e.g. technical basis, trend studies, technology opportunity studies).
The documents containing the basis for individual projects shall be made available electronically or otherwise to the DOE as projects are added to the three (3) year rolling wave of project starts in the RPIP before the projects are initiated. Unless agreed to otherwise by the DOE, initial BOEs for the project shall be based on a range of project alternatives to meet the identified project need and include uncertainty associated with this level of project maturity. When alternatives to meet the projected need have been fully analyzed, a more refined BOE is expected. The Contractor shall deliver this planning in advance to fully identify the basis and need for projects by performing the necessary related studies and evaluations as part of the life cycle baseline planning and development of the performance management baseline.

**RPIP Planning**

The listing of projects shall be captured and prioritized in the RPIP as described in the RPIP Management Plan. The Portfolio of projects is a subset of the IIP; therefore, the requirements of the overall scope development and IIP management apply to the RPIP. As requested by the DOE, the Contractor shall support RPIP scenario development to support the DOE budget process.

The Contractor shall manage the portfolio of projects according to the RPIP Management Plan to ensure appropriate project sequencing and integration. NEPA shall be addressed early in the life cycle planning of modifications or upgrades. In addition, requirements under the NEPA are better addressed at the portfolio level.

In accordance with NEPA and DOE NEPA implementing regulations, (see Section C entitled NEPA Planning and Program Support) the Contractor shall address appropriate and timely NEPA compliance and reviews (i.e., preparation of EIS, EA, or CX documents) for projects. Development of the life cycle baseline for the portfolio of projects captured in the RPIP varies from year to year and depends on needs defined by the various programs and larger projects at Hanford both within and outside of this contract. Regardless of the source, identification of RPIP needs (sometimes generally referred to as “mission” needs) shall follow principles set forth in DOE O 413.3B entitled, Program and Project Management for the Acquisition of Capital Assets and elsewhere, where the need for the project is documented. This level of planning is expected to be developed and available for DOE review to support funding decisions for the remainder of the project. Activities such as those necessary to address NEPA requirements in a timely fashion and interface management activities may also need to be performed early in the project identification/scoping and conceptual planning stages. Planning is then matured according to the management principles. This comprehensive planning system shall be reflected in the PMP, as appropriate.

The Contractor shall ensure that operations activities related to both program and projects consider connected and cumulative actions when evaluating NEPA compliance actions.

**Budget Planning**

As described elsewhere in this Section, the RPIP and its associated project components shall be managed per the RPIP MP and submittals to support the budget process. DOE will provide fiscal year guidance for the level of RPIP funding to manage the RPIP for the three (3) year rolling window of project starts.

**C.4.11.7.2 Project Performance Management**

The Contractor shall manage the planning, execution, and reporting of project work in accordance with the contract Section H clause entitled, Integrated Work Control Systems and Reporting Requirements. Successful execution of performance management work scope will ensure cost and schedule efficiency while minimizing both programmatic and project risks. The Contractor shall ensure that performance management practices are used in the performance of work, including development of management plans, planning data, disciplined change control processes, and performance measures.
The Contractor shall prepare and submit for DOE approval a RPIP MP consistent with a graded application of the Project Execution Plan requirements in DOE O 413.3B entitled, *Program and Project Management for the Acquisition of Capital Assets*. The RPIP MP shall:

- Describe the Contractor’s approach for identifying and prioritizing reliability projects and managing and controlling activities necessary to execute the portfolio projects and shall utilize requirements in the PMP.

- Focus on Contractor policies, methods, and approach to provide integration and control of scope, schedule and cost information for the RPIP. For projects within this scope of work, the RPIP MP shall describe the project links to strategic and program planning documents (e.g., ISAP, Master Plans, and other program plans).

- Describe or reference the Project Performance Management System Description (PPMSD).

- Describe how NEPA and NHPA Section 106 requirements will be addressed early in the portfolio and project development stages.

- Address how and when projects will be evaluated to determine the level of project management (e.g., capital determinations, Congressional Line Item, General Plant Projects, maintenance items and/or Capital Asset Projects under DOE O 413.3B entitled, *Program and Project Management for the Acquisition of Capital Assets* in time to support the annual budget cycle. This should align with annual fiscal year work planning and execution planning.

- Describe a method to gain DOE concurrence on emerging changes.

The Contractor shall obtain CO approval prior to implementing changes to the RPIP MP that would reduce the rigor, discipline, or effectiveness of the Performance Management System. The Contractor shall provide DOE with access to pertinent records, data, and plans for purposes of initial approval, approval of proposed changes, and the ongoing operation of the performance management system.

The Contractor shall provide, as an attachment to the RPIP Management Plan, a PPMSD for DOE approval that is consistent with the graded application of the requirements of DOE O 413.3B entitled, *Program and Project Management for the Acquisition of Capital Assets*, and describes in detail the Performance Management System. The PPMSD shall describe the management processes and controls that will be utilized to manage and control work, and complete Contract requirements.

- The Contractor shall develop a performance measurement system as categorized below in alignment with the methods listed.

  - Fixes, retrofitting, upgrades, replacements, or modifications to a real property asset or installation of new real property asset between $150,000 and $499,999 (e.g., fixing a pump system, meteorological tower).

  - Fixes, retrofitting, upgrades, replacements, or modifications to a real property asset or installation of new real property asset between $500,000 and $9,999,999 (tailored EVMS as described in Section C entitled *Project Management*).

  - Fixes, retrofitting, upgrades, replacements, or modifications to a real property asset or installation of new real property asset $10 million and greater (EVMS as described in Section C entitled *Project Management*).
The PPMSD documents the process and associated listing of implementing procedures to address justification of mission need, functional requirements, functional design criteria, environmental/cultural review screening (including NEPA coverage, permits) alternative identification and selection, design, construction, turnover, and closeout using a graded approach to project management as described in DOE O 413.3B, *Program and Project Management for the Acquisition of Capital Assets*. The PPMSD shall include:

- The processes and the hierarchy of documents that will be used to describe and maintain the Contractor’s performance management system.
- The processes and the hierarchy of documents that address a graded approach to manage maintenance projects and capital General Plant Projects.
- The baseline development process and the hierarchy of documents that shall be used to describe and maintain the Contractor’s PMB for projects.
- The processes the Contractor intends to use for change control, configuration control, interface control, and document control.
- The organizational breakdown structure, including roles and responsibilities of each major organization and identification of key management positions.
- A list of software the Contractor proposes to use for performance management and control.

**Monthly Reporting**

The Contractor shall submit a Project Monthly Performance Report representing the prior month’s performance and transmit it to DOE by the last Tuesday of each month. The Project Monthly Performance Report shall be a written report that includes, but is not limited to, the following:

- Project manager narrative assessment.
- Significant accomplishments and progress towards completion of the Contractor’s goals and objectives.
- Major issues including actions required by the Contractor and DOE.
- Analysis of funds expenditure with fiscal year spend forecast projections.
- Evaluation of safety performance (including ISMS metrics and recordable injuries, lost-time injuries, and near-misses).
- Evaluation of timely and efficient delivery of projects provided under this contract. Metrics for projects include quality, reliability, cost, schedule, and risk management through the stages of project maturity.
- Project Performance, including:
  - Performance information using the following OMB Contract Performance Report formats:
    - Format 1, WBS.
• Format 1 data reported at WBS Level 3.
• Format 3, Baseline.
• Format 5, Explanations and Problem Analysis.

– Statused baseline schedule, which reflects progress against the baseline.
– Variance discussion(s) and potential issues related to significant milestones.
– Contract reconciliation and estimates-to-completion.
– Change control section that summarizes the scope, technical, cost, and/or schedule impacts resulting from implemented actions; and that discusses known or pending baseline changes and utilization of MR.

• Risk Assessment, including identification of critical risks, actions planned, and actions taken to address those risks, potential problems, impacts, and alternative courses of action, including quality issues, staffing issues, assessment of the effectiveness of actions taken previously for significant issues, or the monitoring results of recovery plan implementation.

• Actions required by DOE, including GFS/I and DOE decisions.
• Business structure information to demonstrate ongoing compliance with the requirements of Section H clause entitled, Subcontracted work
• CAP Baseline Performance including:
  – EVMS information using the following OMB Contract Performance Report formats (DI-MGMT-81466, Contract Performance Report (CPR)):
  – Format 1, DD Form 2734/1, Mar 05, WBS.
  – Format 1 data reported at WBS Level 3.
  – Format 3, DD Form 2734/3, Mar 05, Baseline.
  – Format 5, DD Form 2734/5, Mar 05, Explanations and Problem Analysis.

• Statused baseline schedule, which reflects progress against the baseline.

Monthly, or as otherwise agreed to by DOE, the Contractor shall conduct project reviews with DOE and be prepared to address the information in the monthly report, as well as other information requested by DOE.

RPIP project reports shall be included in the Contractors Project Monthly report. For projects, this section shall include progress to date, and EVMS data including variance analysis, progress and accomplishments, issues, risks, and a 90-day outlook. For multi-year projects, the reporting shall include fiscal year to date progress as well as contract to date progress. For RPIP projects, the Contractor shall brief DOE on project progress, schedule and cost variances, risk, issues, and recommendations and highlight GFS/I issues within three (3) weeks of performance data becoming available.

**C.4.11.7.3 Design, Procurement, Construction, and Acceptance Testing**

This section applies to capital asset construction activities performed as part of executing this scope of work. In the context of this section, the terms “acceptance testing” and “acceptance” refer to the Contractor’s testing and acceptance of Contractor-related systems and equipment.
Project Design

Design Authority: The Contractor shall act as the design authority, with duties to include developing design solutions, preparing design media and documentation, maintaining the design basis, and performing design reviews.

Design Standards: Unless otherwise agreed to, the Contractor shall submit for DOE approval a list of the standards to be used in the design of facilities and equipment. The Contractor shall ensure the project’s design meets applicable standards, and the list of applicable standards is maintained under configuration control. The Contractor shall integrate safety into the design process.

Design Reviews: The Contractor shall conduct periodic design, constructability, and operability reviews. When directed by DOE, the Contractor shall facilitate independent DOE design reviews in support of the requirements of DOE O 413.3B entitled, Program and Project Management for the Acquisition of Capital Assets, to demonstrate the project will perform its intended functions and meets requirements. The Contractor shall inform DOE at the end of the three (3) design stages (conceptual, preliminary, and final), and provide related design documents as directed by DOE, for DOE review. The Contractor shall resolve comments resulting from these reviews with DOE.

As projects mature, the additional following project documents shall be readily available for DOE inspection (including updates to the documents noted above):

- Functional criteria;
- Alternatives Analysis;
- Capital Asset determinations;
- Plant Forces work reviews;
- Project Execution Plans, including Roles, Responsibilities, Accountabilities and Authorities, key milestones and metrics, and linkage to the procurement, construction, and acceptance testing plan;
- Risk Management Plans and Risk Registers;
- Detailed scoping statements;
- Design media (including alternatives analysis, conceptual and definitive design, as applicable);
- Cost estimates, both point and range commensurate with the maturity of the project;
- Schedule estimates, both point and range commensurate with the maturity of the project, including go/no-go decision milestones for various phases of the work;
- Baseline Change Requests, Transaction Records, and their logs;
- MR and MR log;
- Progress and performance reviews/reports; and
- Other relevant information as requested by DOE.
Procurement, Construction, and Acceptance

The Contractor shall prepare and submit a Procurement, Construction, and Acceptance Testing Plan for DOE approval and update the Plan as required after initial submission. The Plan shall describe the process and procedures for:

- Description of procurements, construction bids, and work packages;
- Construction management;
- Construction site management;
- Acceptance testing; and
- Descriptive linkage to the Project Execution Plan and the ISMS Description.

The Contractor shall procure required material and equipment through the preparation of bid packages and solicitations; evaluating, awarding, and managing subcontracts; accepting subcontractor materials and equipment; and verifying subcontractor acceptance tests.

The Contractor shall inform the DOE that construction has been initiated.

The Contractor shall maintain a construction inspection system and acceptance testing system, perform inspections and testing, and ensure the work performed under the Contract conforms to Contract requirements. The Contractor shall maintain complete inspection and testing records and make them available to DOE. DOE may elect to use independent acceptance inspectors to participate in acceptance testing and system turnover. The Contractor shall develop and submit an integrated Construction and Acceptance Testing Program to DOE for approval, which includes the following elements:

- Verification and approval of the vendor’s shop drawings to assure conformity with the approved design and working drawings and specifications.
- Acceptance test plans and procedures for onsite Contractor/subcontractor inspection of construction workmanship, compliance with design drawings and specifications, management of the design construction changes, and criteria for acceptance of fabricated and constructed items.
- Integrated construction acceptance test plans and inspection of construction to assure adherence to approved working drawings and specifications.

During the construction and acceptance phase, the Contractor shall remain current on the process and facility as-built program. The Contractor shall report the status of the as-built program in accordance with the process defined in the Procurement, Construction, and Acceptance Testing Plan.

The Contractor shall provide necessary labor, equipment, materials, test equipment, spare parts sufficient to maintain structure, systems, and components in an operable condition, and other related resources for the acceptance testing program.

DOE, and other OHCs staff identified by DOE, shall be invited to participate in construction project overview activities. Construction overview activities include meetings that discuss significant issues associated with the establishment, development, and/or progress of the construction activities.

The Contractor shall certify to DOE that facility acceptance has been completed. Completion of facility acceptance is defined when components and systems associated with the facility have been installed, functionally tested and the facility design as-built documents are complete in accordance with the Procurement, Construction, and Acceptance Testing Plan. Facility acceptance shall require acceptance of components and systems, including as-built design drawings. Related to construction, the following documentation shall be available for DOE inspection.
C.4.11.7.4 Cost/Scope/Schedule

Successful execution of performance management work scope will ensure cost and schedule efficiency while minimizing both programmatic and project risks. The Contractor shall ensure that performance management practices are used in the performance of work, including development of management plans, planning data, disciplined change control processes, service level agreements, and performance measures.

In addition to requirements for baseline management located elsewhere in this solicitation, the Contractor shall develop a performance management baseline for the portfolio of projects that reflects a three (3) year window “rolling wave” concept that captures life cycle planning information for project work that begins within the window (note: a three-year rolling wave concept includes the current budget execution year plus the two years following). The planning shall account for and integrate project and related program decisions and activities and clearly note where the Contractor requires DOE support (GFS&I).

As a subset of the IIP and contract performance baseline, the RPIP projects will be authorized and managed jointly with DOE utilizing a three (3) year “rolling wave” of project starts. The RPIP MP shall describe how the life cycle planning for each of the RPIP projects will be reflected and managed for projects that are expected to start within this three (3) year rolling window (i.e., budget execution year plus two years). Life cycle planning for project starts beyond the rolling window may be provided at a summary level of detail for planning purposes. The level of planning shall be adequate to inform the planning and budgeting system (e.g., advance notification to the budget process for projects that are expected to be CAPs within the upcoming two [2] years).

The CPB for Reliability Projects is part of the larger CPB. In addition to general CPB requirements, the CPB associated with Infrastructure Reliability Project schedule shall:

- Include applicable external interfaces, Contractor’s TPA milestones, and other regulatory and DNFSB commitments, and Government-furnished equipment or information dependencies.

- Be an integrated, logical network-based plan that correlates to the WBS, is vertically traceable to the control accounts, and successfully aligns the Contractor’s schedule. The schedule shall be capable of summarizing from control accounts to higher WBS levels, and may contain other discrete activities agreed to by DOE and the Contractor.

- Include activities of a general or supportive nature associated with Infrastructure Reliability Projects that shall be logic linked in the schedules for those projects. Other activities of a general or supportive nature will be included in the Cost Baseline, but will be excluded from the schedule.

- Provide additional working level schedules deemed necessary by the Contractor, which shall be integrated with the RPIP CPB and able to provide a graded approach.

- Include project resource plans; detailed resource estimates; BOEs; budgetary requirements; and identification of direct costs, indirect costs, and MR.

- Identify, for each work package, the method used to measure performance, utilizing the “roll wave” concept.

C.4.11.7.5 Program Project Integration

The Contractor shall describe program and project integration and their interfaces in the RPIP Management Plan. The Plan shall describe the part of the organizational breakdown structure that has responsibility for project formulation deliverables, project initiation documentation, and decisions to support the programs. The Plan shall describe how integration between programs and projects will be
accomplished for the duration of the project through project closeout, and transition/turnover to
operations. The Plan shall describe how programs define and document project mission need and scope,
prioritize and integrate the projects for funding, execute the projects utilizing the appropriate level of
project management and DOE interface per DOE O 413.3B entitled, Program and Project Management
for the Acquisition of Capital Assets, and transition/turnover/closeout projects. Involvement of, and
leadership by, separate engineering organizational elements in the various phases of project management
shall also be described in the Plan. The Plan shall also describe how environmental requirements and
regulatory interfaces will be addressed at the various phases of the project.

C.4.11.7.6 Performance Measurement Baseline

The PMB is a life cycle integrated and traceable technical scope, schedule, and cost baseline that
encompasses the activities to execute the work scope requirements that are directly funded from DOE to
the Contractor, and being performed under this Contract. If the Contractor is separately authorized Capital
Asset Project over $20 million in value, these Capital Asset Projects shall be separately identified in
monthly contract performance reports. The PMB is a subset of the CPB and excludes MR, Request for
Services, and UBSs.

The PMB shall comply with the graded application of current DOE directives regarding Program and
Project Management for the Acquisition of Capital Assets. The Contractor’s performance management
system will be described in the PMP/PMSD.

C.4.11.7.7 Project Risk Management

The Contractor shall implement a risk management process and submit a Project Risk Management Plan
to DOE for approval. The Project Risk Management Plan shall be in alignment with the Contractor’s
Project Execution Plan. The Project Risk Management Plan shall be compliant with the requirements of
CRD O 413.3B, Program and Project Management for the Acquisition of Capital Assets (or current
version). For projects that do not meet the thresholds contained within DOE O 413.3B entitled, Program
and Project Management for the Acquisition of Capital Assets, the Project Risk Management Plan shall
also incorporate the principles of DOE O 413.3B entitled, Program and Project Management for the
Acquisition of Capital Assets; DOE G 413.3-7A entitled, Risk Management Guide (or current version);
and GAO-09-3SP entitled, GAO Cost Estimating and Assessment Guide, on a graded approach.

The Project Risk Management Plan shall also specify the use of probabilistic risk analysis using Monte
Carlo simulation and identify when probabilistic risk analyses will be run, at minimum:

- For CAPs defined by DOE O 413.3B entitled, Program and Project Management for the Acquisition
  of Capital Assets, the Contractor shall perform an integrated Monte Carlo risk analysis (i.e., schedule,
  cost, and risk) to establish the CD-2 baseline.

- Probabilistic risk analyses shall be performed to identify the MR recommendation required to
  adequately address Contractor-controlled risk for each project in the RPIP. These analyses shall be
  performed when a project enters the three (3) year “rolling wave” described in Section C entitled,
  Performance Management, and whenever a significant baseline change occurs.

- The process for identifying and handling key project risks.

The Contractor shall utilize logic-linked schedules compatible for use by DOE in conducting DOE project
risk management assessments and analysis. The Contractor’s identified project risks shall be linked to the
activities in the schedule.
Risk Register

Risk Register Information is required from contractors, regardless of activity type (Operational Activity or Project). Consistent Risk Information shall be provided to DOE on a quarterly basis in spreadsheet (such as Microsoft® Excel) or database format and shall be reported monthly to DOE with the Project Monthly Performance Report:

- Risk Identification Number;
- Risk Title;
- Risk Description;
- Risk Dates:
  - Identification Date, and
  - Closure Date.
- Risk Type or Grouping (e.g. regulatory, technical, performance, site condition).
- Level 1 WBS;
- Sub-Project or Operational Activity;
- Probability (percentage range and basis);
- Risk Impacts (and basis):
  - Incremental cost, and
  - Schedule (days).
- Key/Critical Risk;
- Status (Open or Closed);
- Basis for Closure;
- Realized risk impacts:
  - Incremental cost incurred from responding to risk realization, and
- Schedule impact (days) resulting from realization.
- Response Type (Accept, Control, Transfer, Avoid, Share, Enhance);
- Response Plan/Mitigation;
- Risk Owner;
- Response Plan/Mitigation Cost and/or Schedule and basis for estimate; and
- Risk Triggers.

C.4.11.8 Hanford Portfolio Analysis, Project Support and Independent Assessment

Successful execution of the Hanford portfolio analysis, project planning, and independent assessment work scope will directly facilitate DOE’s ability to make informed decisions and ensure cost and schedule efficiency while minimizing programmatic risks, initiating new sub-projects, and providing independent assessment and oversight of the environmental cleanup activities. The Contractor is responsible for assisting DOE in performing Site-wide Portfolio Analysis functions.
C.4.11.8.1 Hanford Portfolio Analysis

Background

DOE performs oversight and integrated planning of projects within the EM, grouped together into project baseline summaries (PBS).

Each Hanford Site contractor currently maintains its own WBS for execution of the work. Each contractor uses the BMS to record costs and provide reports to DOE either monthly, quarterly or annually by WBS. A DOE scope management system is under development to store and manage changes to the WBS, scope descriptions, assumptions, requirements, completion criteria, constraints, and deliverables. The WBS and WBS dictionary development are at different levels of maturity across the PBSs.

The PBSs are managed using different procedures for scope, cost, and schedule development. The work performed under these PBSs has a combined escalated life cycle total value of approximately $100 billion, with an estimated scheduled end date of 2060. The projects operate within the requirements and guidelines of DOE project management directives, as well as OMB budget and planning-related circulars. Funding for these projects is dependent on a credible Life Cycle Cleanup Program Baseline and the degree to which project execution is successful. The Life Cycle Cleanup Program Baseline also supports acquisition planning and development, long range planning, environmental liability audits, budget formulation and life cycle reporting. The Hanford Site also requires a Program Integrated Master Schedule (PIMS) consisting of the individual contractor Integrated Master Schedules and DOE’s Cleanup Program Baseline. The PIMS supports rollup of progress from individual contractor baselines to the Cleanup Program Baseline, evaluation of site-wide performance against cleanup program objectives, and scenario development.

Other pertinent tools that DOE uses include Micro-Computer Aided Cost Estimating System Second Generation (MII) Cost Estimating software (a personal desktop software developed for the U.S. Army Corps of Engineers) and the Primavera P6 Scheduling Software (P6).

Overall, this scope is primarily accomplished through integration and critical analysis of DOE and contractor scope, budget, project and program information, and formulating programmatic recommendations to DOE.

- General Scope and Outcome

The Contractor shall:

- Perform Hanford Site Portfolio Analysis and assessment through integration with OHCs where appropriate.
- Provide simulation and optimizing analysis tools, and coordinate and assist with integrated analysis, scheduling, and performance evaluation. The Contractor shall:
  - Develop a Hanford Site WBS that will be approved by DOE and implemented into the BMS. Specifically, the Contractor shall meet with DOE and develop a Site WBS Plan that meets DOE’s requirements, schedule and approval process. After plan approval by DOE, the Contractor shall create a Hanford Site contractor team consisting of members from OHCs to achieve a Site WBS. The desired outcome is a Hanford Site-wide enterprise-level scope management system to control change to the WBS, and produce the WBS Index, WBS Charts, and WBS Dictionaries that define, at a high level, what is to be procured. The Program WBS is used by DOE to develop a Contract WBS to the desired reporting level.
Provide a Hanford Site Lifecycle Cleanup Program Baseline with standardized scope, cost, and schedule managed under an integrated scope, cost, and schedule change control process.

Provide a PIMS consisting of the individual contractor Integrated Master Schedules and DOE’s Cleanup Program Baseline.

Provide an enterprise level cost estimating system that supports the development of Government estimates for Program Baseline development, acquisition, and contract modifications.

Provide a scheduling system and ongoing administration of the P6 licenses and databases.

The desired outcome of the Hanford Portfolio Analysis, Project Support, and Independent Assessment function is to enable DOE to ensure cost and schedule efficiency while adequately anticipating and managing programmatic risk.

**Detailed Scope and Requirements**

The Contractor shall:

- Support the DOE budget formulation process (DOE is the lead on this activity, and the Contractor is in a support role only). These activities may include, but are not limited to the following activities: the emerging work items list, helping to develop budget formulation input, maintaining the IPL, assisting in the fall limited budget update submission, supporting budget scenario development and budget presentations (such as public and regulatory briefings).

- Facilitate the development of a Hanford Site WBS (includes the large prime contracts to DOE) that will be used in the PMBs, Annual IPLs, budget requests, environmental liability report, life cycle cost reports, and integrated into the BMS for reporting and collection of costs. DOE will provide the Contractor direction on which contracts will be included and DOE will provide the OHCs directions to provide the information. OHCs directed by DOE will be responsible to provide the Contractor with a WBS that meets their respective contract requirements and strategy.

- Assure the framework for the Hanford Site WBS meets funding demands, budget requests, and the EM WBS requirements.

- Maintain historical basis and crosswalk of prior contractor’s WBS(s), following implementation of the new Hanford Site WBS.


- Submit to DOE for approval, a Hanford Site WBS down to the control accounts and WBS Dictionaries at the fourth level.

- Develop processes and procedures to manage change to the Hanford Site WBS.

- Support DOE in developing and enhancing the scope descriptions, assumptions, requirements, deliverables, constraints, and completion criteria that comprise the Hanford Site WBS Dictionaries.

- Evaluate and propose new tools or enhance existing tools to manage change to the Hanford Site WBS, and provide DOE the WBS Index, WBS Charts, and WBS Dictionaries.

- Work with the OHCs to develop the Hanford Site WBS and provide to DOE for review and approval. Provide the following products for DOE’s approval per the schedule below:
Draft Hanford Site WBS – 90 days after last contract transition has concluded, unless DOE has provided other direction.

Final Hanford Site WBS – 180 days after last contract transition has concluded, unless DOE has provided other direction.

Hanford Site WBS IP of WBS – 270 days after last contract transition has concluded, unless DOE has provided other direction.

Final WBS package – 360 days after last contract transition has concluded. Final package includes IP, Hanford Site WBS (down to control accounts), WBS Index, WBS Charts, WBS Dictionaries, and Yearly update plan.

DOE will provide comments and approval 45 days after submittal of each contact deliverable. After the Final Hanford Site WBS package is approved, the Contractor shall assure implementation of the WBS into the BMS and issue reports no later than two (2) years after the last contract transition.

C.4.11.8.2 Hanford Life Cycle Cleanup Baseline

The Contractor shall develop and maintain a Hanford Life Cycle Cleanup Baseline that:

- Integrates the baselines and life cycle plans of the Contractor, and OHCs performing EM work and DOE direct-funded activities.

- Identifies applicable regulatory requirements and current cleanup objectives.

- Identifies Site-wide issues with schedule logic, integration, waste flow disposition pathways and planned sequencing, and provides recommendations for optimization.

- Identifies and quantifies program risks in a Programmatic Risk Management Plan.

- Reflects waste disposition strategies and regulatory pathways including TPA, RCRA, CERCLA, AOP, National Pollutant Discharge Elimination System, ESA, NHPA, Archaeological Resources Protection Act of 1979 (ARPA), National Environmental Policy Act of 1969 (NEPA), Natural-resource damage assessment (NRDA), TSCA, and Superfund Amendments and Reauthorization Act of 1986 that must be negotiated and approved in advance to support future acquisitions. Incorporates approved baseline changes into the Plan.

- Develop an integrated scope, cost, and schedule change control system for maintaining the Program Baseline and provide DOE the following:
  - Program Baseline Integrated Change Control System Description;
  - Change Control Process;
  - Configuration Control Board Charter;
  - Program Baseline standards for scope, cost, and schedule.

- Maintain the Change Control Log.

As requested:

- Evaluate project and program performance against the Hanford Life Cycle Cleanup Program Baseline. For the purpose of identifying cost and schedule impacts and providing accurate status against the integrated life cycle cleanup plan, determine the effects of:
– Individual contractors’ performance against the respective contract baselines;
– DOE project performance against the DOE project baselines;
– DOE program performance against the DOE Integrated Planning, Accountability, and Budgeting System baseline; and
– Individual contractor and Site-wide performance to regulatory requirements and milestones.

- Identify performance issues with respect to schedule logic, integration, waste flow disposition pathways planned sequencing, milestones, interface points, regulatory commitments, risk mitigation, and incentives, and provide recommendations for optimization.

- Compile performance reports accompanied by critical analyses and recommendations to DOE.

- Develop and maintain the PIMS in accordance with the National Defense Industrial Association Planning & Scheduling Excellence Guide that consists of the individual contractor integrated master schedules and DOE’s Cleanup Program Baseline. The PIMS supports rollup of progress from individual contractor baselines to the Hanford Life Cycle Cleanup Program Baseline, evaluation of site-wide performance against cleanup program objectives, and scenario development.

- Develop and maintain a PIMS Supplemental Guidance document that clarifies and specifies the uniqueness of the program approach at Hanford.

Other Analyses, as requested (funded on an as-needed basis via Portfolio Analysis task orders)

- Perform mission needs analysis and identify strategic or project integration gaps in mission execution capabilities, as requested. Ensure this analysis is fully integrated with other Hanford Site specific plans (e.g., Infrastructure and Services Alignment Plan, DOE Ten Year Plan).

- Identify approaches to reconcile TPA requirements with Congressional funding levels and the current and projected performance, as requested.

- Develop presentations and reports, including Year-end and Quarterly Site-wide Progress Reports for DOE-HQ and the public, and a year-end summary and quarterly updates for Site-wide attributes of the (DOE) corporate performance measures, and Site Plans, as requested by DOE.

- Support DOE in the preparation and submission of documents requesting regulatory and stakeholder approval (e.g., EVMS certifications; Evaluations of contractors’ estimates, scope, cost and schedules; Requests for Equitable Adjustments and baseline change requests).

- Evaluate and respond to externally-proposed or required changes in technical scope, schedule, regulatory or budget requirements.

- Maintain the P6 scheduling tool and administer the P6 licenses and databases.

- Perform risk analysis to identify possible risk mitigation actions and to determine the total project cost and schedule end date for capital asset project performance baselines.

- Develop risk management plans.
Boundaries, Constraints, and Interfaces

Boundaries and Constraints:

• Supports the optimization of cleanup planning to DOE-defined criteria as part of the annual budget planning and funding decision-making process, via tools such as the IPL, integrated, cross-cutting analysis of mission contractors’ baselines, opportunities, and risks.

• Under Portfolio Analysis, Other Analysis (as requested), these functions are conducted on an as-needed basis via Portfolio Analysis task orders. This service capability may not need to be sustained on a continuous basis. It is not expected the resources necessary to execute these functions will be retained as a permanent operating capability; rather, resources will be obtained when DOE identifies a need and funding is available.

Interfaces: None.

C.4.11.8.3 Project Support

Background

The project acquisition and support function includes project initiation, design, construction, and/or procurement services. These service capabilities are intended to enable DOE to separately accomplish its responsibilities in delivering new projects. Because the nature of this type of work is cyclical, these services will be funded on an as-needed basis. It is not expected that the resources necessary to execute these functions will be retained as a permanent operating capability; rather, they will be obtained when DOE identifies a need and funds are available.

General Scope and Outcome

The Contractor shall provide the means to enable DOE to perform its project management responsibilities, in the areas of project planning, acquisition, and execution.

The desired outcome is dependent upon the end product required, such as a fully developed and awarded project contract, or a complete project, from initiation to turnkey delivery. The result is a flexible acquisition capability that yields well-conceived, technically sound, and successfully executed projects. Timely access to highly competent and capable specialists that can perform this work is imperative.

Detailed Scope

The Contractor shall, as requested, on a Portfolio Analysis task-order basis, perform project support functions in the areas of project planning, acquisition, and execution, such as, but not limited to, preparing draft CD packages required by CRD O 413.3B, Program and Project Management for the Acquisition of Capital Assets, perform engineering study and analyses, conduct acquisition planning, develop independent cost estimates, conduct design reviews, provide engineering during construction and construction management, perform acceptance inspection.

Boundary, Constraints, and Interfaces

Boundaries and Constraints:

Project Support functions are conducted on an as-needed basis via Portfolio Analysis task orders. This service capability may not need to be sustained on a continuous basis. It is not expected the resources necessary to execute these functions will be retained as a permanent operating capability; rather, resources will be obtained when DOE identifies a need and funding is available.
Interfaces: None.

C.4.11.8.4 Independent Assessment

Background

Given the ongoing need for enhanced credibility and specialized expertise, there is a need for independent assessments, verifications, and/or analyses to be performed on projects and mission-related work.

General Scope and Outcome

The Contractor shall provide a capability for ensuring that work is accomplished in accordance with ESH&Q requirements, to perform special DOE studies, and obtain recommendations on an as needed basis to resolve technical and regulatory issues. It is not expected that the resources necessary to execute these functions will be retained as a permanent operating capability; rather, they will be obtained when DOE identifies a need and funds are available.

The desired outcome is timely access to highly competent and capable specialists that are able to conduct thorough analyses and verification of project or mission-related work requirements, and provide sound recommendations for project and/or contractor improvements.

Detailed Scope

The Contractor shall:

- Provide specialty technical expertise, on a Portfolio Analysis task-order basis, for areas such as, but not limited to, value engineering studies, project management, project controls, cost estimating and scheduling, ESH&Q compliance, verification of cleanup, and radiological clearance.

- Provide technical support services, e.g., collection and analysis of field samples, as needed for the verification of compliance with specified ESH&Q requirements.

Boundaries, Constraints, and Interfaces

Boundaries and Constraints:

- Other than internal standard business process (self) assessments that the Contractor performs of itself, the Contractor will not be tasked to perform “independent” assessments of the Contractor, as these will be performed by a third party.

- Independent Assessment functions are conducted on an as-needed basis through Portfolio Analysis task orders. This service capability may not need to be sustained on a continuous basis. It is not expected the resources necessary to execute these functions will be retained as a permanent operating capability; rather, resources will be obtained when DOE identifies a need and funding is available.

Interfaces: None.

C.4.11.8.5 Outgoing Contract Transition

At the completion of the Contract, or portion(s) of the Contract, the Contractor shall cooperate with DOE and assist the incoming contractor(s) to facilitate an overall effective and seamless contract transition.

The desired outcome is a smooth transition of work scope from the Contractor to other contractors to avoid disruptions that could impact accomplishing the Hanford Site mission.

The Contractor shall perform the following activities for transition resulting from the Contractor transferring responsibility for performance of work to another contractor:

C-217
• Ensure property, Government property and Government-furnished property associated with the scope of work being transferred is accounted for, with its current condition documented. Provide DOE the results of this in a comprehensive property list.

• Assess the current conditions of elements of the PWS associated with the scope of work being transferred and provide DOE with a report presenting this assessment.

• Coordinate with the contractor assuming responsibility for performance of work in transference of workforce, subcontracts, property, programmatic and management system functions.

• Support DOE in conducting a safe, effective, and efficient transfer of responsibility for execution of the work scope, resulting in the different contractor assuming full responsibility for the project and workforce with no disruption to ongoing operations.

CLINs 0005, 1005, 2005 – DOE Small Business Procurement Pre-Award Support

C.5 DOE Small Business Procurement Pre-Award Support

DOE plans to set aside meaningful work to be awarded to small businesses as prime contracts to DOE beginning in year two (2) of the Contractor’s performance. The terms for these small business contracts are anticipated to be a five (5) year period of performance. These contracts should be Fixed Price unless other contract types can be justified as best value for the Government, and should consider the appropriateness of an ID/IQ arrangement to adapt to funding fluctuations and changing priorities. DOE may request the Contractor to identify additional scope for awards to small businesses as direct contracts to DOE throughout the term of the Contractor.

The Contractor shall perform the following activities for transition resulting from the Contractor transferring responsibility for performance of work to another contractor:

• Ensure property associated with the scope of work being transferred is accounted for with its current condition documented. Provide DOE the results of this in a comprehensive property list.

• Assess the current conditions of elements of the PWS associated with the scope of work being transferred and provide DOE with a report presenting this assessment.

• Coordinate with the Contractor assuming responsibility for performance of work in transference of workforce, subcontracts, property, programmatic, and management system functions.

• Support DOE in conducting a safe, effective and efficient transfer of responsibility for execution of the work scope, resulting in the different contractor assuming full responsibility for the project and workforce with no disruption to ongoing operations.

Key Customer

• DOE

General Scope and Outcome

In year one of contract performance, unless otherwise directed by the DOE CO, the Contractor shall identify meaningful work to be awarded to small businesses as prime contracts to DOE. The Contractor shall submit a Small Business Prime Contract Acquisition Plan for DOE approval that provides a description of the meaningful work scopes to be awarded as small business prime contracts to DOE with
an estimated total value of $55 million annually, to include anticipated contract types, terms, estimated contract value by year for each small business prime contract, schedule and other applicable details required per FAR 7.105, Contents of written acquisition plans, for DOE to award the contracts. The Contractor shall develop a Small Business Procurement Support to DOE model for DOE approval in year one of Contract performance that clearly delineates the Contractor’s roles and responsibilities and the communication approach with DOE officials in each of the phases of acquisition and contract administration. This business model shall be consistent with the requirements in the Competition in Contracting Act of 1984, FAR, DEAR, DOE Acquisition Guide, applicable Acquisition Letters (AL), and other applicable regulations and DOE Orders. Under this approach, the Contractor shall provide professional, paraprofessional, and clerical services to DOE for pre-award, data verification and data entry.

The desired outcome includes an approved Small Business Prime Contract Acquisition Plan, an approved Small Business Procurement Support to DOE model, and DOE awards of a set of prime contracts to small business concerns.

**Detailed Scope and Requirements**

Specific scope and requirements associated with the pre-award and award shall include, but are not limited to, the following.

The Contractor shall:

- Perform the procurement process leading up to DOE awarding the identified scope elements to small businesses in a timely and efficient manner.
- Draft solicitations with appropriate federal requirements.
- Collaborate with DOE to ensure required documentation (e.g., specifications/description, brand name/sole source) is received and acceptable for procurement actions.
- Work closely with the DOE CO(s) and designee(s) to ensure the procurements are prepared and executed in a manner that accurately represents the Government’s needs and is in the Government’s best interest.
- Submit to the DOE CO(s), or designee(s), required documentation for signature prior to proceeding to the next procurement phase (e.g., acquisition planning, solicitations).
- Submit a completed award/modification and accompanying files to the DOE CO(s), or designee(s), for execution.

**Boundaries, Constraints, and Interfaces**

Boundaries, Constraints:

Contractor’s assistance to DOE with the pre-award functions shall be on a non-inherently governmental function basis in accordance with FAR 7.5, Inherently Governmental Functions. DOE AL 2015-07, Performance of Inherently Governmental and Critical Functions, and Office of Federal Procurement Policy (OFPP) Letter 11-01, Performance of Inherently Governmental and Critical Functions, are included in Attachment J-2, Requirement Sources and Implementing Documents, as guides.

Interfaces: None.
C.6 Usage-Based Services to Be Provided to Other Hanford Contractors

The Contractor shall provide the services identified in Attachment J-3.a, Hanford Site Services and Interface Requirements Matrix (Interface Requirements Matrix), after completion of contract transition, until directed by the DOE CO to execute to the future Hanford Site Services Interface Requirements Matrix (J-3.b). The Interface Requirements Matrix identifies the “Service Type” as either “mandatory” or “optional” for use by Hanford Site customers, including DOE and/or OHCs and their subcontractors. Changes to the Matrix shall be signed, showing concurrence, by the Contractor and OHCs. UBS are a pass-through cost for the OHCs; the accounting for the obligation of DOE funds and cost reimbursement for UBS is described in Section B, Supplies or Services and Prices/Costs, under the UBS To Be Provided to OHCs CLINS.

C.7 Infrastructure Reliability Projects

The Contractor shall develop an RPIP, as a subset of the IIP as described in Section 4.11.7 entitled, Project Management. The RPIP is work related to updating, upgrading or replacing elements of the fixed infrastructure and removing and/or dispositioning newly abandoned or replaced systems. The management of the RPIP shall be performed under Section 4.11.7. A list of the Infrastructure Reliability Projects resulting from the RPIP is included in Section J, Attachment J-15. As funds become available and the need for these projects arise, DOE will issue task orders under the ID/IQ CLINs 0007, 1007, 2007 as stated in Section B.2, Type of Contract. The list of projects will be updated as the RPIP changes.

C.8 DOE Small Business Procurement Post-Award Support and Additional Assignments

Background

The work scope is for the Contractor to provide DOE support in the contract administration functions of the small business contracts awarded under CLINs 0005, 1005, 2005. DOE will issue task orders under the ID/IQ CLINs 0008, 1008, and 2008 as stated in Section B.2, Type of Contract for these contract administration functions.

Key Customer

- DOE

General Scope and Outcome

In year two of contract performance, unless otherwise directed by the DOE CO, the Contractor shall provide contract administration support to DOE for the awarded small business DOE prime contracts.
There may be additional assignments in accordance with the PWS within this CLIN.

The desired outcome is a smooth implementation of the DOE approved Small Business Procurement Support to DOE model that is compliant with the applicable regulations and DOE Orders and ALs.

**Detailed Scope and Requirements**

The Contractor shall:

- Monitor awards DOE made to ensure products/services are provided in accordance with the Contract terms and conditions.
- Document contacts made with small businesses in efforts to resolve delinquency, to include but not limited to, the date, time, contacts, and content of conversation.
- Timely communicate with the DOE CO(s), CORs, or designee(s) issues or potential issues with the small business contractors’ performance and make recommendations to DOE on means for resolutions.
- Review small businesses’ invoices for completeness, accuracy, and compliance with contract requirements.
- Make recommendations to the DOE CO(s), CORs, and designee(s) for invoice payment or corrective actions.
- Coordinate and document past performance evaluations on awards and actions greater than $150,000 for review by the DOE CO(s), CORs, and designee(s).
- Perform actions to support DOE in closing out expired small business contracts in accordance with DOE procedures and as directed by the DOE CO(s).

**Boundaries, Constraints, and Interfaces**

Boundaries and Constraints: Contractor’s assistance to DOE with the post-award functions shall be on a non-inherently governmental function basis in accordance with FAR 7.5, *Inherently Governmental Functions. DOE AL 2015-07, Performance of Inherently Governmental and Critical Functions,* and OFPP Letter 11-01, *Performance of Inherently Governmental and Critical Functions,* are included in Attachment J-2, *Requirement Sources and Implementing Documents,* as guides.

Interfaces: None.
This page intentionally left blank.