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U.S. Department of Energy
Oak Ridge Office of
Environmental Management

**Service Level Agreement
between the
Environmental Management
Consolidated Business Center
and the
Oak Ridge Office of Environmental
Management**

APPROVAL

The attached document describes the roles and responsibilities, authorities, and working relationships between the Environmental Management Consolidated Business Center and the Oak Ridge Office of Environmental Management. This Service Level Agreement shall remain in effect until such time that it is amended by the Director of the Environmental Management Consolidated Business Center and the Manager of the Oak Ridge Office of Environmental Management.

Approved by:

John P. Zimmerman Digitally signed by John P.
Zimmerman
Date: 2022.04.26 07:57:40 -04'00'

John P. Zimmerman, Director
Environmental Management Consolidated
Business Center

Date

Laura O. Wilkerson Digitally signed by Laura O.
Wilkerson
Date: 2022.04.25 17:02:05 -04'00'

Laura O. Wilkerson, Acting Manager
Oak Ridge Office of Environmental Management

4/25/22

Date

REVISION CHANGE LOG

Revision	Section	Description	Date
0	ALL	Initial issue of document.	October 23, 2017
1	1, 1-1, 2-1	Procurement language updated.	April 14, 2021
2	IV	RPAM term added to the acronyms	May 25, 2021
3	2.0	EMCBC RPAM support language added	June/July 2021

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ACRONYMS

CRS	Certified Realty Specialist
DOE	U.S. Department of Energy
EEO	Equal Employment Opportunity
EM	Environmental Management
EMCBC	Environmental Management Consolidated Business Center
HCA	Head of Contracting Activity
OREM	Oak Ridge Office of Environmental Management
RPAM	Real Property Asset Management
RPO	Real Property Officer
RECO	Real Estate Contracting Officer
SLA	Service Level Agreement

INTRODUCTION

The U.S. Department of Energy (DOE) Assistant Secretary for Environmental Management (EM) is responsible for the safe, efficient, and effective cleanup, stabilization and remediation of nuclear and hazardous waste materials and contamination resulting from Manhattan Project and Cold War production activities. Activities related to this mission are conducted at many locations around the nation and are typically staffed with Federal and contractor personnel that possess technical, business, logistic, and administrative expertise.

The Oak Ridge Office of Environmental Management (OREM) manages the EM cleanup work at the Oak Ridge site. The Oak Ridge Reservation is one of most unique and complex DOE facilities, encompassing three major sites including the Oak Ridge National Laboratory, the Y-12 Nuclear Security Complex, and the East Tennessee Technology Park, and spans almost 34,000 acres. Each site performs a diverse set of missions, but all share a crucial need for environmental cleanup. The EM Program addresses this need by removing the hazards left behind from research and defense operations during the Manhattan Project and the Cold War. The EM Program works daily to reverse decades of environmental contamination and open the door for growth in science, national security, next generation energy, and to support economic development for the region.

DOE established the Environmental Management Consolidated Business Center (EMCBC) on June 7, 2004, to provide designated EM customers with specialized business and technical support services. Establishing the EMCBC allowed EM to consolidate many functions necessary to support its mission. The consolidation was designed to reduce redundancies, promote consistency of business practices, and allow EM to operate in a more cost-efficient and effective manner. The mission of the EMCBC is to provide an integrated services center with a valued, dedicated, and well-trained staff to execute exemplary core business and technical services that are focused on the safe, compliant, and efficient execution of EM activities at supported sites.

This Service Level Agreement (SLA) sets forth the respective EMCBC and OREM responsibilities and authorities associated with the various areas of support that the EMCBC will provide to OREM. This SLA should be considered a living document, subject to change with the written Agreement of both the EMCBC Director and the OREM Manager. In the event of an addition or deletion of a service, the change will become effective once approved by both the EMCBC Director and the OREM Manager, and the SLA will be modified as needed to reflect the change. The SLA may be canceled by the OREM Manager upon 30-day written notice to the EMCBC Director. The OREM Manager retains all authority and responsibility with respect to project management and management of OREM staff to achieve the EM mission. Nothing in this SLA shall be read or interpreted in such a manner as to limit or otherwise change the authority of the OREM Manager to manage the projects at OREM sites, or the authorities of the EMCBC Director, Deputy Director, and the EMCBC Assistant Director, Office of Contracting, as delegated by the EM Head of Contracting Activity (HCA).

Purpose

The purpose of this SLA is to identify and describe the functional areas of the EMCBC support to OREM. Through this support, the EMCBC will provide the continuous, stable business support services to OREM as defined in this Agreement; achieve economies of scale through standardization and streamlined operations; and allow OREM resources to focus on effectively executing the mission.

EMCBC Operational Strategy

Business support services must be available to OREM to achieve major project schedule EM milestones. The EMCBC will provide defined business support services to OREM. Under this model, OREM will continue to have mission responsibility, with the EMCBC holding specific business authorities in support of OREM as agreed to in this agreement. Attributes of the EMCBC operational strategy as reflected in this Agreement include:

- Stable business support for a variety of customers with differing project mission requirements and differing business support requirements.
- Ability to support multiple customers in different time zones.
- Combined use of Federal employees and support service contractors (as required) to support customers.
- Optimization of full-time employees between the EMCBC and its customers.
- OREM Subject Matter Experts will provide information required by the EMCBC.
- An EMCBC travel budget to support planned and unscheduled site visit requirements.

The EMCBC will establish itself as an effective liaison between DOE Headquarters and OREM, when required, supporting the needs of both, but always representing the interests of OREM and serving as OREM advocate and functional owner supporting the OREM Manager. Whenever requested, the EMCBC will accomplish DOE Headquarters' tasks on behalf of OREM, especially when it comes to routine documentation or reporting requirements in business areas, as agreed between OREM and the EMCBC.

To improve customer support and realize operational cost objectives, the EMCBC will develop standardized functional processes, procedures, and policies with the concurrence of OREM.

Service Approach

A cooperative business support responsibility exists between the EMCBC, and OREM as defined in this Agreement. In general, the EMCBC business support functions include Contracting/ Procurement, Equal Employment Opportunity (EEO)/Diversity, Employee Concerns Programs, and Records Management. The EMCBC will periodically provide a list of the EMCBC managers responsible for support in these functional areas. OREM will periodically evaluate these functional areas and the services provided for input into the manager's performance evaluation process.

The EMCBC serves as the functional area authority in the areas of Civil Rights, Diversity and Inclusion, and the Employee Concerns Program. OREM will provide staff as onsite liaisons; however, the EMCBC cognizant managers are responsible for assuring qualified staff are performing all required functions to achieve required goals in their area. These managers have been delegated functional authority and are accountable for supporting OREM in these areas. Notwithstanding the EMCBC functional area authority for areas at the OREM, the Oak Ridge Office of Chief Counsel remains the primary legal authority and resource for any legal matters related to the site. The EMCBC Office of Chief Counsel will address OREM legal matters and support the Oak Ridge Office of Chief Counsel if requested by the Office of General Counsel or the Oak Ridge Chief Counsel.

EMCBC Functional Areas of Support

The EMCBC will provide business support services to OREM as indicated in Attachment 1. The Corporate Activity Resource Request Form (Attachment 2) is used for requesting specific EMCBC support and assistance. The OREM Manager will retain authority and responsibility to manage and oversee the projects and OREM staff, including determinations with respect to staff performance evaluations, awards, requirements, training needs and requests, and recognition (consistent with EM Human Resources policy and procedures). Notwithstanding the OREM Manager may provide input to the cognizant EMCBC Manager on EMCBC performance appraisals for EMCBC staff whose responsibilities include supporting OREM.

While Attachment 1, lists all of the business support functions and services currently requested by OREM, there is the potential that changes may be needed. In the event of an addition or deletion of a function or a service, the change will become effective once signed by both the EMCBC Director and the OREM Manager, as well as reviewed by the DOE General Counsel for matters pertaining to legal support. Attachment 1 will be modified as needed to reflect the change.

The parties agree to fully communicate and collaborate to successfully implement this SLA. If any issues or disagreements arises, the parties agree to work to resolve the issue at the lowest level possible before taking up to the Director and Manager for resolution.

ATTACHMENT 1JH

EMCBC FUNCTIONAL AREAS OF SUPPORT

1. Procurement and Contract Management

The DOE Senior Procurement Executive approved the establishment of a single EM HCA and delegated that authority to the Deputy Assistant Secretary for Acquisition and Project Management (EM-5.2). Accordingly, EM-5.2 has delegated specific HCA functions and responsibilities to the current EMCBC Assistant Director, Office of Contracting.

The EMCBC Office of Contracting will provide the following services, as needed, to OREM:

- Procuring Contracting Officer for major OREM procurements, and for other procurements as needed and requested by OREM
- Administering Contracting Officer (as needed and requested by OREM)
- Procurement Database Management
- Independent Review of procurement actions, including financial assistance, as needed and requested

Contractor Human Resources:

- Workers' Compensation
- Risk Management
- Labor Relations
- Compensation
- Pension and Benefits
- Workplace Substance Abuse
- Worker Transition Administration
- Labor Standards
- Workforce Restructuring

2. Real Property Asset Management

The EMCBC Real Property Management Team will provide the following services, as needed, to OREM:

- Provide a Certified Realty Specialist (CRS) and/or a Real Estate Contracting Officer (RECO) to review and approve all real estate actions involving federal **land**. The CRS and RECO will ensure that reporting, acquisition, utilization, transfers and disposal of real property are in compliance with DOE Order 430.1C and other applicable Departmental policy and directives which identify goals, objectives, and key management systems used to oversee real property assets. They will also ensure that approvals of all parties required to transfer property are obtained.

- Update fields in the Facility Information Management System (FIMS) requiring Real Estate Contracting Officer (RECO) input, provide support during FIMS validations of these fields and serve as SME for all real estate management functions, including Source Evaluation Boards.

3. Civil Rights, Diversity, and Inclusion

The Office of Civil Rights, Diversity, and Inclusion provides programs to ensure EEO, diversity, and inclusion through policy development, workforce analysis, retention, and outreach/education and to ensure that employees and contractors are free to raise concerns, without fear of reprisal, to best serve the EM Program.

The Assistant Director, EMCBC Office of Civil Rights and Diversity (OCRD), manages and executes the Equal Employment Opportunity (EEO) for OREM. The EMCBC OCRD holds primary jurisdiction for processing EEO complaints of discrimination in accordance with 29 CFR Part 1614. The EMCBC OCRD provides full-service support to include EEO and oversight of EEO operations by DOE contractors. The EMCBC OCRD administers the Employee Concerns Program (ECP) and serves as the DOE-HQ liaison for ECP documentation, actions and/or reports. The EMCBC OCRD will recommend proposed strategies, policies and procedures to the OREM Manager. The EMCBC OCRD will develop and implement approved strategies, policies and procedures for complaint resolution, mitigation and effective EEO, Diversity and Inclusion actions and/or issues.

Responsibilities and services to be performed include, but are not limited to:

- EEO Complaint of Discrimination
- EEO complaint activities/actions are processed and tracked in compliance with regulations, laws and procedures.
- Prevent discrimination and eliminate barriers that impede free and open competition; monitor progress, identify areas where barriers may exist to exclude certain groups and develop strategic plans to eliminate those identified barriers.
- Employee Concerns Program
 - Identify, investigate and respond to employee concerns in timely manner to improve safety, the work environment and productivity. Facilitate a free and open expression that results in an independent and objective avenue for addressing Federal and Contractor employees' concerns or allegations regarding the environment, safety, and health and management issues. Establish and maintain a program that builds employee confidence and their willingness to express concerns

4. Legal Services

The following applies to the division of legal services provided to OREM personnel stationed on site at OREM.

Legal services for onsite OREM personnel will be provided by the Oak Ridge Office of Chief Counsel, which is co-located with OREM. Examples of services provided to these individuals will include, but not be limited to, the following:

- Providing ethics counseling and reviewing financial disclosure forms for OREM employees.
- Defending the Agency against appeals or complaints filed by OREM employees and providing guidance regarding performance and disciplinary/adverse actions. (In cases where the employee and supervisor or Responsible Management Official are at two different duty stations, the duty station of the supervisor or Responsible Management Official will be controlling).
- Defending the Agency from challenges to or questions about personnel actions, such as recruitment and staffing, will be provided by the relevant legal counsel for the site at which the position in question is located.
- Freedom of Information Act advice and counsel will be provided by legal counsel at the site with jurisdiction over the requested records.
- Legal counsel at the site at which the position in question is located will provide advice and counsel for any grievances, Office of Special Counsel or EEO complaints, Merit Systems Protection Board appeals, etc.
- Legal support for contracting activities that EMCBC provides for OREM will be provided by EMCBC Legal Counsel if requested by the Oak Ridge Office of Chief Counsel or directed by the DOE General Counsel and in coordination with the cognizant Contracting Officer. Defending the Agency from challenges to or questions about contract actions, such as protests, claims, or disputes, will be provided by the relevant legal counsel following designations from the Oak Ridge Chief Counsel or the DOE General Counsel.
- The Oak Ridge Office of Chief Counsel may request that EMCBC Counsel or the Office of General Counsel assist or take responsibility for advice and representation when local counsel is conflicted out from participation in the matter or when other circumstances warrant.

5. Information Resource Management

The following applies to the division of Information Resource Management (IRM) and the records management services provided to OREM personnel and OREM contractors. The EM IRM staff serves as the OREM Records Management Field Officer (RMFO), which includes supporting the OREM Records Liaison Officer with records management scope, clauses and requirements in new contracts, records program development, records disposition, records assessments/surveillances, records scheduling, and other records tasks as requested.

6. Office of Cost Estimating

The mission of the EMCBC Office of Cost Estimating (OCE) is to fully integrate sound cost and scheduling estimating; and risk management practices into all of EM's acquisition and project management processes in support of the entire EM Program. EM has established the EMCBC OCE as the EM Center of Excellence with the responsibility of overseeing the EM Cost Quality Program. The OCE supports the EM Cleanup program for EMCBC serviced sites on request by:

- **Developing & Implementing EM's Corporate Cost and Schedule Estimating & Analysis Program**
 - Establishing policy, standards, and procedures to assure EM cost and schedule estimates are accurate, traceable, and reliable.
 - Leading development and management of cost and schedule databases, methodologies, and tools needed by EM to improve and standardize its cost estimating and analysis capabilities.
- **Supporting Acquisition and Contract Management**
 - Providing cost engineering SME support to Acquisition-related Source Evaluation Boards and/or Contracting Officers.
 - Preparing Independent Government Estimates (IGCE) for new acquisitions and contract administration actions.
 - Supporting the Technical Evaluation of Cost (TEC) of contractor-submitted proposals.
 - Providing Independent Cost Review (ICR) and or analysis of contractor proposals.
- **Supporting Project Management Planning & Execution Support for execution of the EM Cleanup Program**
 - Supporting site managers, Project Management Executives (PMEs) and Federal Project Directors (FPDs) by providing Cost Estimating and Analysis SME to EM Integrated Project Teams.
 - Supporting EM projects, programs and Operating Activities (OAs) by preparing Independent Cost Estimates (ICEs) and/or perform ICRs.
 - Perform life-cycle cost analyses and support development and management of project-specific or Site-wide Life-cycle Baselines.
 - Support risk management planning activities and conduct risk analysis modeling.
 - Provide Cost Estimating and Analysis SME in support of ICE/ICRs, IPRs, External Independent Reviews (EIRs) and Project Peer Reviews (PPRs).
- **Advanced Analysis to support program decisions**
 - Leading and supporting in project and program root cause analyses to inform managers regarding their decisions on an optimal path forward
 - Conducting comprehensive staffing analysis to analyze resource needs to meet mission goals
 - Cost/benefit, "make or buy", comparative analysis of alternatives.

ATTACHMENT 2

CORPORATE ACTIVITY RESOURCE REQUEST FORM

<i>Environmental Management</i>		<i>Consolidated Business Center</i>	
Corporate Activity Resource Request			
<i>Use Tab key to select and enter information</i>			
Customer:			
Description of task:			
Deliverables:			
Timeframe:			
Project Description:			
Activity/Task Supervisor:		Federal Project Director:	
Assignment Completion Evaluation			
EMCBC Employee Name(s)			
Activity/Task:			
Completion:		Timeframes Met:	Level of Effort:
Additional Comments:			
Onsite Supervisor:		Date:	

[Email CARR form to carrequest@emcbc.doe.gov](mailto:carrequest@emcbc.doe.gov)

SUBMIT