



Service Level Agreement
Between the
Environmental Management Consolidated Business Center (EMCBC)
and the
Portsmouth/Paducah Project Office (PPPO)

The attached document describes the roles and responsibilities, authorities, and working relationships between EMCBC and PPPO. This Service Level Agreement (SLA) shall remain in effect until such time that it is amended by the EMCBC Director and the PPPO Manager.

Approved:

John P. Zimmerman, Director
Environmental Management Consolidated
Business Center

Date

Joel B. Bradburne, Manager
Portsmouth/Paducah Project Office

Date

Introduction

The Department of Energy's (DOE) Assistant Secretary for Environmental Management (EM) is responsible for the safe, efficient and effective clean-up, stabilization and remediation of nuclear and hazardous waste materials and contamination resulting from 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 Department established PPPO in 2003 as part of an effort to better serve the Portsmouth and Paducah Gaseous Diffusion Plants in completing the cleanup mission at those sites. PPPO was established with a streamlined federal workforce whose mission is to focus on overseeing the contractors performing cleanup related activities at the Portsmouth and Paducah sites. When PPPO was established, the Department indicated that, in addition to the activities carried out by PPPO staff, PPPO was to receive business support services from EMCBC upon EMCBC's stand-up. Since its establishment PPPO had been receiving business support services from various other entities, including Department of Energy Headquarters (DOE HQ) and the Oak Ridge Operations Office (ORO).

DOE established the 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. EMCBC's mission 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 SLA sets forth the respective EMCBC and PPPO responsibilities and authorities associated with the various areas of support that the EMCBC will provide to the PPPO. This SLA should be considered a living document, subject to change with the written agreement of both the EMCBC Director and the PPPO 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 PPPO Manager, and the SLA will be modified, as needed, to reflect the change. The SLA may be canceled by the PPPO Manager upon 30 days' written notice to the EMCBC Director. The Manager of PPPO retains all authority and responsibility with respect to project management and management of PPPO 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 Manager of the PPPO to manage the project at the Portsmouth/Paducah sites or the authorities of the EMCBC Director, Deputy Director, the EMCBC Assistant Director, and the Procurement Directors, as delegated by the EM Head of Contracting Activity (EM HCA).

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.

Purpose

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

EMCBC Operational Strategy

Business support services must be available to PPPO to achieve major project schedule EM milestones. EMCBC will provide defined business support services to PPPO. Under this model, PPPO will continue to have mission responsibility, with the EMCBC holding specific business authorities in support of PPPO and providing support in other business services. PPPO can focus its resources on project and technical management, and oversight of PPPO contractors. 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 Equivalents (FTE) between the EMCBC and its customers.
- PPPO and EMCBC will fully collaborate and coordinate to effectively manage workloads and specific tasks.
- An EMCBC travel budget to support planned and unscheduled site visit requirements.

Service Approach

A cooperative business support responsibility exists between the EMCBC and the PPPO as defined in this agreement. In general, EMCBC business support functions include Human Resources Management, Contract Placement and Support, Financial Management, Cost Estimating & Project Management Support, Information Resource Management, Legal Services, Technical Support and Asset Management, EEO/Diversity, Records Management and Office of Legacy Management (LM) transition. The EMCBC will periodically provide a list of the EMCBC managers responsible for support in these functional areas. The PPPO 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, Financial Allotment, and Contract Placement and support. PPPO will provide staff as on-site 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 the PPPO in these areas.

EMCBC Functional Areas of Support

The EMCBC will provide business support services to the PPPO in the areas identified and described in Attachment 1. The Corporate Activity Resource Request (CARR) (Attachment 2) is used for requesting specific EMCBC support and assistance. The Manager of the PPPO will retain authority and responsibility to manage and oversee the project and PPPO staff, including determinations with respect to staff performance evaluations, awards, requirements, training needs and requests, and recognition (consistent with EM Human Resources policies and procedures).

While an attempt has been made, in Attachment 1, to list all of the business support functions and services required to support the PPPO, there is the potential that activities have been overlooked. In the event of an addition or deletion of a function or service, the change will become effective once signed off on by both the Director of the EMCBC and the Manager of the PPPO, and Attachment 1 modified, as needed, to reflect the change.

ATTACHMENT 1
FUNCTIONAL AREA OF SUPPORT

1. Office of Civil Rights & Diversity

The EMCBC Office of Civil Rights & Diversity (OCRD) will provide support to ensure equal employment opportunity, diversity and inclusion through policy development, workforce analysis, and retention and outreach/education. This will ensure that employees and contractors are free to raise concerns without fear of reprisal and enable them to better serve the environmental management program. The EMCBC OCRD will provide the following services to the PPPO:

- Equal Employment Opportunity (EEO) Title VII Complaints Processing
- EEO/Diversity Training
- Diversity Program Administration
- Diversity Contractor Oversight

2. Contract Placement and Support

For the purposes of most new contract placement, PPPO relies on EMCBC for Procurement Contracting Officer (PCO) responsibilities. PPPO provides field technical support as needed in support of PPPO procurements. PPPO and EMCBC Procurement Directors will work together to develop and implement solutions that achieve the objectives established by the PPPO Manager and EMCBC Director, and may consolidate and streamline common contracting support activities to maximize utilization of resources whenever possible. The following services are performed by the EMCBC OOC:

- Procuring Contracting Officer (PCO)
- Acquisition Career Management Program
- Contracting Officer Warrant Program
- Small Business Program Administration
- Cost/Price Analysis

Contractor Human Resources:

- Labor Standards Determinations via Labor Standards Committee
- Workers' Compensation
- Risk Management
- Labor Relations
- Compensation
- Pension & Benefits
- Workplace Substance Abuse
- Worker Transition Administration

3. Finance & Accounting

The EMCBC Office of Financial Management (OFM) focuses on reducing the cost of financial management and providing outstanding support to the serviced sites by streamlining inefficient processes and/or consolidating these activities. The mission of financial management within the

EMCBC is to serve as the focal point for its service site clients on financial matters, providing support in the planning and oversight of financial and project management policies and procedures, financial reporting, the management control program, accounting systems, and audit liaison and follow-up. The EMCBC OFM, Finance and Review Division, will provide the following services to the PPPO:

- Accounting
- Payroll Liaison
- Travel Management
- Permanent Change of Station (PCS)
- Payment Support
- Internal Review

4. Budget & Resource Management

The EMCBC OFM Budget Division will provide the following services to the PPPO:

- Budget Formulation
- Funds Control
- Obligations Processing
- Executing & Analysis Reporting

5. Cost Estimating

The EMCBC Office of Cost Estimating (OCE) is responsible for fully integrating sound cost estimating practices into all of EM's acquisition processes by establishing EM Corporate cost estimating requirements and providing oversight of contractor-developed cost estimates, preparing Independent Government Cost Estimates to support EM Acquisition Center activities, preparing Independent Cost Estimates to support EM project planning and execution needs, performing Independent Cost Reviews of contractor-developed cost estimates, supporting Risk Management Planning activities, and supporting EM's Life-Cycle Planning processes to facilitate development of environmental liability estimates.

6. Technical Support & Asset Management

The EMCBC Office of Technical Support and Asset Management (OTSAM) provides comprehensive logistics and technical expertise, oversight, and support services, as needed, including Federal Project Management support, Regulatory Compliance, Safety Management Systems, Contractor Oversight Assistance, Waste Management, Transportation, Quality Assurance, Emergency Management, Real Estate Services and Personal Property Support and Guidance. The EMCBC OTSAM will provide the following services to the PPPO:

- **Real Property Management**
- Certified Realty Specialists
- Facilities Information Management System (FIMS) Administration
- **Personal Property Management**

- Office of Program Management Operations (OPMO)
- General Services Administration (GSA) Vehicle Administration
- Personal Property Administration
- **Safety and Health**
- Accident Investigation
- Computerized Accident/Incident Reporting System (CAIRS) Reporting
- **Quality Assurance**
- High Level Waste Audit Support
- Operational Readiness Reviews
- Hazardous Materials Packaging & Transportation
- Waste Management
- Radiation Protection Program
- Quality Assurance
- Federal Technical Qualifications Program Administration

7. Legal – General

The EMCBC Office of Chief Counsel (OCC) will provide attorney/paralegal services, as needed, to resolve legal issues arising at the PPPO. All legal services are rendered under the professional supervision and oversight of the Department's General Counsel. The Chief Counsel reports directly to the Deputy General Counsel for transactions, technology, and contractor human resources and serves as a senior advisor to the EMCBC senior management staff under the general management of the EMCBC Director. The EMCBC Chief Counsel also will function as the Chief Counsel for PPPO, but PPPO will have the presence of locally-assigned OCC counsel. Locally-assigned counsel will report to the EMCBC Chief Counsel but will receive day-to-day management direction from the PPPO Manager or Deputy Manager. Although local counsel are assigned to PPPO, they will maintain a professional reporting relationship with the EMCBC Chief Counsel. The EMCBC OCC will provide legal services to include but not limited to the following to the PPPO:

- Acquisitions (Pre and Post Award)
- Contract Administration
- Contractor Labor Relations
- Oversight of DOE/Contractor Outside Legal Services
- Federal Personnel Law
- Investigations
- Federal Tort Claims Act (FTCA)
- Federal Labor Relations
- Energy Employees Occupational Illness Compensation Program Act (EEOICPA)
- Pensions and Benefits
- Contractor Labor Law
- General Law and Administrative Law
- EEO
- Ethics
- Real and Personal Property

- Alternative Dispute Resolution (ADR)
- DOE Employee Subpoenas
- Environmental, Safety, Health
- Defense Waste Determinations
- Fees and Taxation
- Freedom of Information Act (FOIA)/Privacy Act
- Fiscal Law
- Environmental Law & Regulatory Compliance
- General Litigation and Litigation in support of any of the above areas of law

8. Information Resource Management

The Office of Information Resource Management (OIRM) serves as the focal point for the EMCBC and service sites' information technology (IT) elements. OIRM provides leadership, guidance and implementation in support of cyber security efforts; oversight of site remediation contractor and EMCBC support contractor IRM programs. The OIRM Records Management Program sets forth requirements and responsibilities for creating, receiving, and preserving records while promoting the lifecycle management of records and information content (regardless of media) throughout each record's lifecycle (creation/receipt, maintenance/use, and disposition). The OIRM Records Management staff serves as the PPPO Records Management Field Officer (RMFO), coordinating and overseeing the implementation of the Federal and Contractor records management programs to ensure compliance with Federal laws, regulations, and DOE Orders. Duties include, but are not limited to:

- Contract support to ensure proper records management scope, clauses and requirements are incorporated into contracts
- Overall Records Management Program review, assistance, and oversight activities:
 - Assessments, surveillances and assist visits
 - Contractor records management deliverable reviews
 - Records disposition (transfers, destructions, etc.) assistance and approval

9. Public Affairs, Information & Intergovernmental Relations

The EMCBC Communication and External Affairs function, under the EMCBC Office of the Director, will provide, as requested, public affairs, intergovernmental relations, stakeholder, and media support services to the PPPO.

10. Human Resources Advisory Office

The Manager of PPPO holds line management authority and makes personnel decisions with respect to staffing level requirements, development and application of performance standards, and personnel actions. PPPO's Resource Manager will act as the lead, with the EMCBC Resource Manager providing assistance as needed, in coordinating with the HC Shared Service Center staff in accomplishing HR services. The EMCBC Resource Manager supports PPPO with the Drug Testing Program.

The HC Shared Service Center maintains appointing authority, who provides full-service support to include HR specialists in the following areas: Classification, Position Management to include assistance with Reorganizations and Reorganization Packages to HQ, Position Suitability Determination, Compensation, Pay and Leave Administration, Recruitment and Placement, Employee Benefits, Work/Life Programs, Retirement, VERA/VSIP, Employee Relations, Office of Workers Compensation Program, Employee Assistance Program Coordination, Personnel Actions Processing, Electronic Official Personnel Folder (eOPF) Management, Human Resource Development and training services, and HR Program Accountability Review.

ATTACHMENT 2

CORPORATE ACTIVITY REQUEST RESOURCE (CARR)

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

Attachment 2

<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:	