



# Department of the Interior

## National Business Center

### Service Level Agreement SLA-Lite

*This serves as the template for all new SLA-Lites.*

## SLA-LITE

### ADMINISTRATIVE OPERATIONS – Division of Facilities Management Services

#### I. PURPOSE

The purpose of this SLA-Lite is to identify the product and/or service provided by the National Business Center (NBC) for Customer/Agency Name. This SLA-Lite establishes a mutually agreed upon service delivery, expectations, and organizational responsibilities, where appropriate.

#### II. DESCRIPTION OF LEGAL AUTHORITY

Administrative Operations operates under the Office of the Secretary Working Capital Fund (pursuant to (pursuant to 43 U.S.C. 1467), a revolving fund established to provide common administrative and support services efficiently and at cost. Administrative Operations primary responsibilities include: Acquisitions and Property Management Services, **Facilities Management Services**; Employee and Public Services; Main Interior Modernization project, miscellaneous business support services; and oversight.

#### III. POINTS OF CONTACT

Identify the persons who will serve as overall contact points for Customer/Agency Name and the NBC for this SLA-Lite.

Name and Service	Agency/Organization and Address	Phone and Fax Number	Email
Mike Cyr, Chief, Division of Facilities Management Services	U.S. DOI, NBC 1849 C St., N.W. Washington, D.C. 20240	202-208-7182 fax 202-208-3777	<a href="mailto:P_Michael_Cyr@nbc.gov">P_Michael_Cyr@nbc.gov</a>
Gary Peacock, Building Manager, Interior Complex Operation and Maintenance	Same as above	202-208-7560 fax 202-208-4459	<a href="mailto:Gary_W_Peacock@nbc.gov">Gary_W_Peacock@nbc.gov</a>
Rick Farr, Branch Chief, Support Services (space, moving, loading dock, alterations, safety, health and environmental)	Same as above	202-208-3350 fax 202-208-3777	<a href="mailto:Richard_A_Farr@nbc.gov">Richard_A_Farr@nbc.gov</a>
Jane Salas, Facility Manager, Denver Corporate Center	U.S. DOI, NBC 7301 West Mansfield Ave., Lakewood Co. 80235	303-969-7222 fax 303-969-7166	<a href="mailto:Jane_L_Salas@nbc.gov">Jane_L_Salas@nbc.gov</a>
Patricia Starkey, Facility Manager, Ely Parker Bldg.	U.S. DOI, NBC Ely Parker Building 12201 Sunrise Valley Dr. MS 206, Reston Va. 20192	703-390-6642 fax 703-390-6780	<a href="mailto:Patricia_J_Starkey@nbc.gov">Patricia_J_Starkey@nbc.gov</a>

Greg Bennett, Facility Manager (Acting), Corporate Oaks Bldg., Emergency Coordinator, Team Leader (transit benefit, flags and seals, and parking)	U.S. DOI, NBC 625 Herndon Parkway, Herndon, VA 20171	Phone: 703-487-8960 Fax: 703-487-8951	<a href="mailto:Gregory_A_Bennett@nbc.gov">Gregory_A_Bennett@nbc.gov</a>
Steve Hargrave, Chief, Security Services Branch, Division of Employee and Public Services	National Business Center 1849 C St., N.W. Washington, D.C. 20240	Phone: 202-208-5111 Fax 202-208-7610	<a href="mailto:Steve_T_Hargrave@nbc.gov">Steve_T_Hargrave@nbc.gov</a>
Sondra White, Program Manager, Mail Services	National Business Center 1849 C St., N.W. Washington, D.C. 20240	Phone: 202-208-4020 Fax 202-208-7971	<a href="mailto:Sondra_C_White@dnbc.gov">Sondra_C_White@dnbc.gov</a>

**IV. LIST OF SERVICES**  
**MANDATORY SERVICES LINE OF BUSINESS**

**Program**

**Services**

Interior Complex

- Parking and Ridesharing – Administers the parking and ridesharing program for the Interior Complex.
- Flags and Seals – Develops, interprets and applies nationwide policy relating to use of flags and seals.
- Alcohol Waivers – Processes and approves applications for consumption of alcohol in the buildings and on the grounds of the Main and South Interior Buildings.
- Office Supply Store – Administers the MOA between DOI and the Blind Industries and Services of Maryland for the operation of the store which provides bureaus and offices with office supplies complying with mandatory JWOD purchases.
- Emergency Management – Develops, maintains, implements and exercises emergency plans for NBC; and supports the MIB Continuity of Operations and Occupant Emergency Plans for the Interior Complex.
- Operations and Maintenance – Provides building management and services to occupants of the Main and South Interior Buildings through a GSA Delegation of Authority agreement. Services include maintenance, repairs custodial, recycling, pest control, landscaping, etc.
- Moving Services – Performs minor office moves, and conference room, auditorium and special event set ups in the Interior Complex.
- Shipping and Receiving – Management of the loading dock, receives and tracks incoming and outgoing deliveries and shipments, delivers incoming materials to bureau and office clients, as needed.
- Space Management – Provides assignment and utilization of space for the Interior Complex, and NBC and OS nationwide. Performs space acquisition services, including direct leasing activities for NBC and OS nationwide.
- Safety, Health and Environmental – The Safety, Health and Environmental Services program provides safety, health and industrial hygiene services to occupants of the Interior Complex and the NBC and OS nationwide.
- Physical Security – Provides physical security services for the Interior Complex including access control through issuance of keys and ID's; installation and monitoring of alarm systems, CCTV cameras, and duress systems. Investigating and reporting security incidents; development and implementation of Shelter-in-place emergency plans and procedures, and overseeing the guard contract. Responsible for inspecting all parcel deliveries and establishing an emergency response plan in the event of a chemical/biological threat. Security Services Branch responds to all employee/visitor emergencies 24/7/365. Security Services is responsible for the implementation and management of the

HSPD-12 directive.

Denver Corporate Center

□ Facilities Management - Provide facilities management services at the Denver Corporate Center through administration of a GSA lease. Services include maintenance, repairs, custodial, mail and copy center; physical security; emergency management; safety, health and environmental services; voice telecommunications; space management, alterations, furniture layout, moving services and setting up new offices. Provides support services for NBC Denver Data Center to include electrical, environmental, fire protection, floor loading, and maintaining an Uninterrupted Power Source and emergency generator.

Ely Parker Building

□ Facilities Management – Provides facilities management and services at the Ely Parker Building through administration of a BIA lease. Services include coordinating maintenance, repairs, and custodial requests; managing the parking and shuttle services; scheduling conference and training rooms; ordering of building signage including door and cubicle identification; and overseeing the vending machines, fitness center, and recycling program.

Corporate Oaks Building

□ Facilities Management – Provides facilities management and services at the Corporate Oaks Building through administration of a DOI lease. Services include: space, parking, vending, occupant emergency, and recycling program management; scheduling of a joint-use conference room; and, coordination and oversight of building related systems and services provided by the Lessor including, operation, maintenance and repair of mechanical and life-safety systems; custodial, landscaping, pest-control and snow removal contracts; and tenant alterations.

**DISCRETIONARY SERVICES LINE OF BUSINESS**

**Program**

**Services**

- Alterations – Provides reimbursable construction services for the Main and South Interior Buildings including carpentry, painting, electrical, and fabrication of personnel and organizational signage and award plaques.
- Moving – Provides labor, guidance and move support for large office relocations primarily in the Interior Complex and occasionally other WMA locations.
- Above-standard Level Services – Providing heating, ventilation and air-conditioning and services of an engineer on weekends, holidays and after normal work hours, and cleaning services for special programs in the Interior Complex.
- Flags and Seals – On a reimbursable basis, sells the official DOI flag and seal to bureaus and offices nationwide.

**V. DESCRIPTION OF SERVICE(S) TO BE RENDERED**

---



---



---



---

**VI. EXPECTATIONS**

**A. Interior Complex, Branch of Building Operations (BBO): NBC Standard Services**

Coverage: Core business hours are 7:30 a.m. until 4:30 p.m. on government workdays; on-call 24/7.

1. BBO will respond to requests for service on mechanical equipment (e.g., HVAC, lighting) as soon as possible, but no later than within two working days of receipt of request for service.
2. BBO will respond to requests for custodial service within two hours of receipt of each

request.

3. BBO will respond to building-related emergencies (failure of critical equipment or utilities, flooding conditions, or similar problems that pose imminent danger to employee and visitor health or substantial damage or loss to building, equipment, and property) within fifteen minutes when notification of the emergency occurs during normal business hours and within one hour when notification of the emergency occurs during other-than-normal business hours.

4. BBO will provide above-standard services (e.g., after-hours heating or cooling) on a reimbursable basis.

5. BBO will strive to maintain building temperatures between 68 degrees F and 74 degrees F during the heating season and between 73 degrees F and 79 degrees F during the cooling season.

6. BBO will provide HVAC services during the hours 7:00 a.m. – 6:00 p.m. each Government workday.

#### **Customer**

7. The customer will request and provide necessary funding documents for above-standard services (e.g., heating, cooling, or ventilation on weekends and holidays) at least three days in advance of the requirement.

8. In cases where the customer has a recurring need for above-standard services (e.g., utility service for after-hours operations), the customer will request and provide all necessary funding documents no later than the end of the first quarter of each new fiscal year. BBO will provide detailed estimates of costs and any additional assistance needed to prepare the funding documents within 10 working days of receipt.

#### **B. Denver Corporate Center, Denver, CO (Denver Facilities Management Branch):**

1. Coverage: Core business hours are 7:30 a.m. until 4:00 p.m. on government workdays; on-call 24/7.

2. Facilities Management will receive customer requests for service/repair of environmental equipment (e.g., HVAC, lighting) and will forward to the Lessor within one workday of receipt. Facilities Management will notify the customer of the time/date the Lessor expects to act on the request.

3. Facilities Management will monitor the services being provided by the Lessor to ensure that all required services are delivered in accordance with the terms of the lease.

4. Facilities Management will respond to requests for custodial service will occur within four hours of receipt of each request.

5. Facilities Management response to building-related emergencies (failure of critical equipment or utilities, flooding conditions, or similar problems that pose imminent danger to employee and visitor health or substantial damage or loss to building, equipment, and property) within fifteen minutes when notification of the emergency occurs during normal business hours.

6. Facilities Management response to building-related emergencies within two hours when notification of the emergency occurs during other-than-normal business hours.

7. The lessor provides HVAC services during the hours 6:00 a.m. – 6:00 p.m. each government workday.

7. Facilities Management will work closely with the Lessor to maintain office temperatures at 72° +/- 3 degrees Fahrenheit during the heating and cooling seasons.

8. The mailroom will process incoming and outgoing mail on the same day it is received.

**Customer**

9. Large volume copy services will be provided as long as 5 days advance notice is given.
10. The customer will request and provide funding documentation for all above-standard services, e.g., heating, cooling, or ventilation during other-than-normal business hours at least 3 days prior to the requirement.
11. In cases where the customer has a recurring need for above-standard services (e.g., utility service for after-hours operations), the customer will request and provide all necessary funding documents no later than the end of the first quarter of each new fiscal year. Facilities Management will provide detailed estimates of costs and any additional assistance needed to prepare the funding documents within 10 working days of receipt.

**C. Ely S. Parker Building, Reston, Va. (BBO):**

Coverage: Open for business 7:30 a.m. until 4:00 p.m. on government workdays; on-call 24/7.

1. BBO will receive and compile customer requests for service on mechanical equipment (e.g., HVAC, lighting) and forward same to the Lessor within one workday of receipt of each request and will notify the customer of the time/date the Lessor expects to act on the request.
2. BBO will constantly monitor the services being provided by the Lessor to ensure that all required services are delivered in accordance with the terms of the lease.
3. BBO response to requests for custodial service will occur within four hours of receipt of each request.
4. BBO response to building-related emergencies will occur within fifteen minutes when notification of the emergency occurs during normal business hours.
5. BBO response to building-related emergencies will occur within two hours when notification of the emergency occurs during other-than-normal business hours.
6. In cases where the customer has a recurring need for above-standard services (e.g., utility service for after-hours operations), the customer will provide all necessary funding documents at least days prior to the requirement. BBO will provide detailed estimates of costs and any additional assistance needed to prepare the funding documents.
7. BBO will work closely with the Lessor to maintain office temperatures between 68 degrees F and 74 degrees F during the heating season and between 73 degrees F and 79 degrees F during the cooling season.
8. BBO will provide HVAC services during the hours 6:00 a.m. – 6:00 p.m. each government workday.

**Customer**

9. The customer will request and provide funding documents for all above-standard services (e.g., heating, cooling, or ventilation during other-than-normal business hours) it requires.
10. BBO will provide above-standard services according to the customer's requirements if provided all necessary funding documents are required at least five days with advance notice of the requirement.
11. In cases where the customer has a recurring need for above-standard services (e.g.,

utility service for after-hours operations), the customer will request and provide all necessary funding documents no later than the end of the first quarter of each new fiscal year. Facilities Management will provide detailed estimates of costs and any additional assistance needed to prepare the funding documents within 10 working days of receipt.

**D. Branch of Support Services (Interior Complex; OS/NBC nationwide)**

Coverage: Open for business 7:30 a.m. until 4:30 p.m. on government workdays; on-call 24/7.

1. Alterations Services

Provide estimates for services within 5 business days of receipt of routine work request. Non-typical and complex requests will be provided within 15 working days of receipt. Schedule work within 5 days of receiving obligating document from the customer. Monitor and inspect work for the customer. Accurately submit billing information to Denver Finance within 30 days, upon completion of work.

**Customer**

Customer will provide statement of work and all billing and obligating document information prior to services beginning.

2. Moving Services

Provide estimates for services within 5 business days. Schedule work within 5 days of receiving obligating document from the customer. Monitor and inspect work for the customer. Accurately submit billing information to Denver Finance within 30 days, upon completion of work.

**Customer**

Customer will provide statement of work and all billing and obligating document information prior to services beginning.

3. Desk/Name Plates and Miscellaneous Signage

Provide quotes for services within 5 business days. Schedule work within 5 days of receiving obligating document from the customer. Monitor and inspect work for customer. Accurately submit billing information to Denver Finance within 30 days, upon completion of work.

**Customer**

Customer will provide statement of work and all billing and obligating document information prior to services beginning.

4. Shipping and Receiving

Receive and secure packages for customers as received at the MIB loading dock. Notify customers of arrival of packages within 1 working day of receipt. Deliver packages within 1 business day after receipt. Accurately record all deliveries and receipts for tracking purposes.

5. Safety, Health and Environmental Services

Respond to routine, non-life threatening complaints received during business hours within 3 days.

Respond to life-threatening emergencies immediately.  
Respond to accident/illness reports within 3 business days of notification.  
Follow-up periodically on remedial actions taken in response to complaints.

## 6. Physical Security

### **A. Interior Complex**

Coverage: Core business hours are 7:00 a.m. until 4:30 p.m. Monday through Friday, except on weekends and holidays. The contract guard force is available 24/7/365.

1. Security Services Branch (SSB) monitors and oversees the contract guard force.
2. Provides security coverage for dignitaries and congressional officials.
3. Issues access badges the same day requests are made.
4. Adjudicates and grants security clearances in accordance with government standards.
5. Installs locks and re-keys offices within the Interior Department within 5 days of receipt of request.
6. Perform upgrades of the alarm systems throughout the facility.
7. Responsible for the upgrade, maintenance, and operation of the security equipment within their span of control.
8. Provide guidance for misdemeanor and felony offenses that occur within the building.
9. Monitor training of all contract guard personnel.
10. Provides administrative support.
11. Respond to emergencies and evacuations immediately.

### **Customer**

1. The customer is responsible for reporting any and all crimes to security.
2. The customer is responsible for evacuating the building during any/all emergencies.
3. The customer is responsible for Sheltering in Place during announced emergencies.
4. Customers must comply with security procedures for the Main and South Interior Buildings.

### **E. Administrative Services Team (Interior Complex; OS/NBC nationwide, DOI nationwide)**

Coverage: Open for business 7:30 a.m. until 4:30 p.m. on government workdays; on-call 24/7.

1. Headquarters Parking and Ridesharing – Upon receipt of a properly completed application for parking, requests will be processed within 10 working days. Upon receipt of a properly completed request, visitor and temporary parking request will be processed within 3 working days upon receipt.

2. Flags and Seals – Upon receipt of a properly completed funding request, routine orders for Departmental flags (10 or fewer) and seals (3 or less) will be processed and sent to the requestor within five working days of receipt. Accurately submit billing information to Denver Finance



within 30 days, upon completion of work.

**F. Corporate Oaks Building, 625 Herndon Parkway, Herndon, Va.:**

**Contracting Services:** The Contracting Officer is responsible for the execution and overall management of the Lease, including coordinating with the Lessor on Supplemental Lease Agreements and other contracting issues.

**Facility Services:** Open for business 7:30 a.m. until 4:00 p.m. on government workdays; on-call 24/7.

1. No. Va. Facilities Management will receive and process customer requests for service on mechanical equipment (e.g., HVAC, electrical, and plumbing) and forward same to the Lessor within one workday of receipt of each request; and, will notify the customer of the approximate date the Lessor expects to act on the request.
2. No. Va. Facilities Management will serve as Contracting Officer's Representative (COR) and monitor the services being provided by the Lessor to ensure that all required services are delivered in accordance with the terms of the lease.
3. No. Va. Facilities Management will coordinate with GSA and the Randolph Shephard Program on concessions and vending.
4. No. Va. Facilities Management response to building-related emergencies will occur within fifteen minutes when notification of the emergency occurs during normal business hours.
5. No. Va. Facilities Management response to building-related emergencies will occur within two hours when notification of the emergency occurs during other than normal business hours.
6. No. Va. Facilities Management will manage assignment of joint-use conference room(s).
7. No. Va. Facilities Management will manage parking.
8. No. Va. Facilities Management will work closely with the Lessor to maintain office temperatures between 68 to 74 degrees F during the heating season, and between 73 to 79 degrees F during the cooling season.
9. No. Va. Facilities Management will coordinate with the Lessor to provide HVAC services to general office space during the hours of 6:00 a.m. – 6:00 p.m. each government workday.
10. No. Va. Facilities Management will receive and process customer requests for custodial services and forward same to the Lessor within one workday of receipt of each request; and, will notify the customer of the approximate date the Lessor expects to act on the request.
11. In cases where the customer has a need for above-standard services (i.e., utility service for after-hours operations; moving; or minor alterations), the customer will request and provide necessary funding documents at least two weeks prior to the requirement. No. Va. Facilities Management will provide a detailed estimate of costs and any additional assistance needed to prepare the funding documents.

**Mail and Express Package Services:** Open for business 9:00 a.m. until 3:30 p.m. on government workdays.

12. The Mailroom will deliver mail to and pickup mail from established mail stops (i.e. OCIO-

Mail Stop 1000, BIA-S2000, BIA-N2500, OS-ESN-2050, and FOIA-2070) at 9:30 a.m., 11:30 a.m., and 2:00 p.m.

13. All mail picked up by 2:00 p.m. will be processed the same day.
14. The Mailroom will sign for all express mail packages. All express packages will be x-rayed immediately upon receipt. The Mailroom will call the addressee to pickup the package. If the package is not picked up within two business days, the package will be returned to the sender. For example, if an express package is delivered to the Mailroom on Monday at noon and the addressee is called immediately, the package will be returned to the sender at noon on Wednesday.
15. The plan is for the Mailroom to meter outgoing mail to be delivered by the U.S. Postal Service. Where applicable, customers will continue to meter their own mail until a shared meter is acquired and proper procedures and controls are in place.
16. Provide special pickup and delivery services within the building on an as-needed basis, and when time permits.

**Physical Security Services:** Open for business 7:30 a.m. until 4:00 p.m. on government workdays; on-call 24/7. The contract guard force is available 24/7/365.

17. Security Services Branch (SSB) serves as COR and monitors and oversees the contract guard force; and, ensures consistency in guard force enforcement of established post orders and consistency per the Statement of Work (SOW).
18. SSB Adjudicates and grants security clearances for Office of the Secretary and NBC employees and contractors.
19. SSB issues Corporate Oaks Building access control cards after completion of a successful NAC adjudication, and a completed and authorized application is submitted.
20. SSB manages and issues Corporate Oaks Building keys, coordinates installation of locks, and re-keys offices. Changes or new installation of locks or access control devices are above-standard services and the customer will be required to provide a funding document with each request. SSB will coordinate installation and will notify customer of approximate turn-around timeframe.
21. SSB is responsible for maintenance and operations of the security systems and equipment (Access Control; CCTV; Alarms; Locks); and manages upgrades of the security systems throughout the facility and grounds.
22. SSB will respond to building-related emergencies when notification of the emergency occurs during normal business hours.

**Customer:**

23. Customer agencies will designate Facility, Security, Mail, Data Center, and Administrative points of contacts for coordination of daily work requests and activities, and for notification of after-hour emergencies.
24. The customer will request and provide funding documents for all above-standard services (e.g., heating, cooling, or ventilation during other-than-normal business hours; moving; and alterations) it requires.
25. In cases where the customer has a recurring need for above-standard services (e.g., utility

- service for after-hours operations), the customer will request and provide all necessary funding documents at the beginning of the first quarter of each new fiscal year.
26. Customer agencies and their employees are responsible for reporting any and all crimes to security.
  27. Customer agencies and their employees are responsible for evacuating the building during emergencies and drills, and complying with Sheltering in Place procedures during announced emergencies.
  28. Customer agencies and employees must comply with established policy and procedures for the Corporate Oaks One Building.
  29. Place incoming and outgoing mail boxes at each mail stop.
  30. Notify customers of change of address. Specific guidance will be provided by the Mail Management Office.
  31. Pick-up express and other controlled packages within 2 business days after notification. The customer must sign for any controlled items handled by the Mailroom.

**VII. SIGNATURE**

*Signature below indicates an acceptance of this SLA-Lite by NBC Management. It is not necessary for the Customer to provide their signature unless they desire to do so.*

\_\_\_\_\_  
NBC Signature & Date

\_\_\_\_\_  
NBC Typed Name & Title

**VIII. AGREEMENT NUMBER** \_\_\_\_\_

This is an optional field for tracking purposes. It can be generated either internally by the Directorate or can be retrieved once the agreement is inputted into CAS.

**IX. POST EXECUTION STATUS**

*This information indicates if customer expectations were met.*

**Agreement Number (if available):** \_\_\_\_\_

**Date Request Was Received From Customer:** \_\_\_\_\_

**Proposed Completion Date Provided to Customer:** \_\_\_\_\_

**Actual Completion Date:** \_\_\_\_\_

**First Quote** \_\_\_\_\_ **Final Quote** \_\_\_\_\_ **Total Quotes** \_\_\_\_\_

**Met Customer Expectations**     **Did Not Meet Customer Expectations**

**If Customer Expectations Were Not Met, Explain Why:**

\_\_\_\_\_

**Request Completed:**     **On Schedule**     **At Cost Estimate**

**If Completion Date Provided to Customer Was Not Met, Explain Why:**

\_\_\_\_\_

**If Cost Estimate Provided to Customer Was Not Met, Explain Why:**

\_\_\_\_\_

\_\_\_\_\_  
DATE

\_\_\_\_\_  
PRINTED NAME

\_\_\_\_\_  
SIGNATURE